



IMMEDIATE NEEDS COORDINATOR

About the agency. Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving over 7,700 adult and child survivors of domestic violence & facilitating an intervention program to nearly 300 people who use abuse. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values of Safety, Uplifting Others, Compassion, Courage, Equity, Survivor-Centered Advocacy, and Stewardship (SUCCESS). In addition, the principles of Sanctuary (a model for providing trauma-informed care) and continuous improvement infuse all aspects of the organization.

About the role. As an Immediate Needs Coordinator, your primary role is to connect survivors of intimate partner violence (IPV) with crucial resources. You will connect with survivors over the phone and in person to assess and meet their safety, emotional, self-sufficiency, housing, and other needs. The successful candidate will possess strong assessment and case management skills, be a resourceful problem solver with attention to detail, be a practitioner of trauma-informed care, and demonstrate passion for working with IPV survivors. This role is primarily remote, with at least one (1) day per week needing to be onsite at WC&S' main facility.

This role provides you with the opportunity to showcase your assessment, coordination, and customer service skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will have at least two (2) years of direct service experience in a victim/human service agency and possess strong documentation and follow-up skills. If you are comfortable with autonomy and working with a team and are passionate about working with populations experiencing intimate partner violence, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge, skills, and abilities.

Here's what you will do:

- Connect with intimate partner violence/domestic violence survivors/victims of crime referred from WC&S programs in a timely manner, assess their needs, and determine the most effective service plan
- Provide short-term personalized and comprehensive assistance to survivors of domestic violence; advocate for, support, and empower clients around their safety, emotional, self-sufficiency, health, housing, and other needs
- Assist clients in filing Victims Compensation claims and following up with the Victims Compensation Assistance Program (VCAP)
- Communicate and coordinate with other WC&S programs regarding client needs
- Administer the Immediate Need Fund for DV victims of crime, including:
 - Developing and following guidelines for fund administration and updating as needed
 - Accurate and timely record keeping
 - Accurate and timely submission of financial reports
 - Working closely with the Finance Department to ensure timely client payments from the fund
- Accurately enter all client data into client database (Salesforce), and submit information needed for purchase requests and reports in a timely manner



- Develop and keep updated project-related documents, assessments, procedures, and follow-up materials as needed
- This position requires being available Monday through Friday during normal business hours, primarily remote, with at least one (1) day per week onsite at WC&S main facility
- Perform other duties as assigned by supervisor

Here's what we are looking for:

- Bachelor's degree in social work or related area required (commensurate experience will be considered)
- At least two (2) years of direct service experience in a victim service or human service agency preferred
- Strong attention to detail and the ability to provide timely, accurate documentation and follow-up required
- Comfortable with autonomy and working with a team
- Effective verbal, written, and interpersonal communication skills
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamics, cultural diversity issues and child abuse and neglect
- Ability to establish healthy boundaries, trust, respect, and rapport with others
- Ability to understand and adhere to strict confidentiality and safety procedures
- Strong command of general technology, including, but not limited to, Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce, Tableau, and Teams strongly preferred
- Desire to work in an organization committed to diversity, equity, and inclusion as part of its values
- Act 33/34 and FBI Clearances required

Typical Starting Salary: \$36,000/year

About the benefits. WC&S offers a comprehensive and competitive benefits package, including generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan with employer matching; Flexible Spending Account; Employee Assistance Program; Headspace meditation and mindfulness app subscription; Access Perks membership; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination or harassment on the basis of race, color, religion, sex (including pregnancy, gender identity or gender expression, and sexual orientation), national origin, ancestry, place of birth, hairstyle, age, disability, using guide or support animals for a disability, genetic information (including family medical history), familial status, citizenship status, military service, or any other characteristic protected by law. We are committed to providing an inclusive and welcoming environment for all.

TO APPLY:

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line **"Immediate Needs Coordinator"** to careers@wcspittsburgh.org.