



BILINGUAL/SPECIALTY DIRECT SERVICE ADVOCATE

About the agency. Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving over 7,500 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 a Bilingual Direct Service Advocate, you will provide direct service, advocacy, safety planning, emotional support, psychoeducation, case management, and information & referrals to clients of the WC&S Emergency Shelter, 24-Hour Hotline, and Text/Chat. As a Bilingual Direct Service Advocate, you will be a part of the Refugee, Immigrant, and Limited English Proficiency (RIL) Team, working with individuals who are refugees, immigrants, or have limited English proficiency. You will have the ability to effectively work with adults and children who have experienced trauma, handle crises, manage multiple client cases and needs, and be a resourceful problem solver with strong attention to client safety, confidentiality, and wellbeing. Due to the sensitive nature of our work, it is important that you understand abusive family dynamics, including intimate partner violence (IPV), cycle of abuse, power and control dynamics, and child abuse and neglect. The successful candidate is knowledgeable in issues related to cultural diversity, immigration, limited English proficiency, and passionate about serving those experiencing IPV. This role will be based out of the WC&S office.

This role provides you with the opportunity to showcase your active listening, language comprehension, cultural competency, and crisis management skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will be bilingual (with reading, writing, and speaking fluency in English and at least one other language). If you are comfortable building rapport, thinking outside the box, working with a team to meet ever-changing needs, 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:

- Actively participate in the RIL Team, including attending bimonthly meetings and making improvements to the quality of WC&S to this specific population
- Grow to become a subject matter expert regarding working with intimate partner violence (IPV) survivors who are refugees, immigrants, or have limited English proficiency
- Maintain building security at all times and assure confidentiality of clients
- Conduct intake interviews with residents to identify individual needs
- Work with residents on meeting basic daily needs



- Provide individual advocacy and case management for residents related to ongoing safety planning, goal planning, housing support and advocacy, and more
- Work regularly with residents on meeting basic daily needs
- Provide crisis counseling, safety planning, and information and referrals to Hotline callers and users of Text/Chat
- Assist with training of new staff, volunteers, and interns
- There are currently two (2) position openings with the following full-time schedules:
 - #1: Mondays-Fridays, 8:00a-4:00p
 - #2: Mondays-Fridays, 12:00p-8:00p
- Perform other duties as assigned by supervisor

Here's what we are looking for:

- High school diploma/GED required; Bachelor's degree in related field preferred
- Bilingual or multilingual, with fluency in speaking, writing, and comprehension in English and one other language is required and the primary requisite for the position
- One (1) or more years of direct service experience in a human service agency required
- Effective verbal, written, presentation, and interpersonal communication skills
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamic, 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 "Bilingual Direct Service Advocate" to careers@wcpittsburgh.org.