



## **SUBSTITUTE 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 Substitute Direct Service Advocate, you would provide direct service advocacy, safety planning, case management, and support to clients within one or more programs, including WC&S' Emergency Shelter, 24-Hour Hotline and Chat/Text Program, Children's Advocacy Program, and Hospitality & Security Office on an as-needed basis. 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 flex schedule will provide you with flexibility and variety, as you will have the opportunity to learn and work in all shifts and a variety of programs within WC&S. The successful candidate is open to variety, sensitive to trauma and cultural diversity issues, and passionate about serving those experiencing IPV. This role will be primarily based out of the WC&S Residential Program, which is housed in the main WC&S facility. The position is a great entry-level, part-time opportunity for individuals interested in exploring the field of nonprofit victim services, with potential opportunities for future full-time employment.

This role provides you with the opportunity to showcase your active listening, communication, and crisis management skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will commit to working a minimum of sixteen (16) hours per month on an as-needed basis to support staffing coverage of WC&S' Residential Program. 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 provide you with ongoing training, certification, and on-the-job experience to enhance your resume.

### **Here's what you will do:**

- Maintain building security and assure confidentiality of clients, residents, and location at all times
- Conduct intake interviews with residents to identify individual 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
- Prevent and manage crises through rapport building, active listening, mediation, and problem solving



- Provide crisis counseling, safety planning, and information and referrals to Hotline callers and users of Chat/Text
- Assist with training of new staff, volunteers, and interns
- This position requires being available a minimum of sixteen (16) hours per month on an as-needed basis to support staffing coverage of WC&S' Residential Program
- Perform other duties as assigned by supervisor(s)

**Here's what we are looking for:**

- High school diploma/GED required; Bachelor's degree in related field preferred
- At least one (1) year of experience working in a human service agency preferred
- 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 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

**Compensation:** \$16.47/hour, plus eligible for +\$1.00-\$4.00/hour shift premium differential for weekend, evening, and overnight hours

**About the benefits.** WC&S offers Substitute Direct Service Advocates 40 hours of sick time per fiscal year; 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 "**Substitute Direct Service Advocate**" to [careers@wcpittsburgh.org](mailto:careers@wcpittsburgh.org).