



## **DIRECT SERVICE ADVOCATE WEEKEND LEAD**

**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 the Direct Service Advocate Weekend Lead, you will be the primary point of contact for other Direct Service Advocates, providing coverage, responding to questions/concerns, and offering support and crisis intervention as appropriate. 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 sensitive to trauma and cultural diversity issues and is passionate about serving those experiencing IPV. This role will be based out of the WC&S Residential Program, which is housed in the main WC&S facility.

This role provides you with the opportunity to showcase and develop your leadership, mentorship, crisis intervention, and interpersonal communication skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will ideally have at least one year of experience working in a leadership position within a human service agency. If you are comfortable building rapport, thinking outside the box, and working with a team to meet ever-changing demands 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:**

- Serve as main point of contact for on-duty Direct Service Advocates, providing coverage, responding to questions, and proactively offering advice, support, and crisis intervention, as appropriate
- Provide effective mentorship and coaching to all on-duty Advocates
- Oversee all weekend Residential/Shelter activities, including any weekend Advocate training, as needed
- Effectively prevent, respond to, and manage crises as they arise, providing effective support to on-duty Direct Service Advocates
- Maintains building security at all times and assures confidentiality of clients
- Provides intake interviews with residents to identify individual needs
- Works with residents on meeting basic daily needs
- Provides information to residents regarding safety, housing, health care, and financial options



- Provides crisis counseling, safety planning, and information and referrals to Hotline callers and to users of Chat/Text Program
- This position requires being available Thursdays through Mondays, 10:00a-6:00p, plus eligible for additional non-business hour premium shift differential compensation
- 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
- One (1) or more years of experience working in a human service agency preferred
- One (1) or more years of leadership/mentorship experience strongly preferred
- 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:** \$38,000/year, plus eligible for additional non-business hour premium shift differential compensation

**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 **"Direct Service Advocate Weekend Lead"** to [careers@wcspittsburgh.org](mailto:careers@wcspittsburgh.org).