



DIRECT SERVICE ADVOCATE

About the agency. Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving individuals impacted by domestic violence and facilitating an intervention and education program to 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. In addition, the principles of the Sanctuary Model (a model for prioritizing victims' needs and promoting safety and recovery from adversity) and continuous improvement infuse all aspects of the organization.

About the role. As a 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. 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 culturally specific issues and is passionate about serving those experiencing IPV. This full-time role is 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 your active listening, communication, and crisis management skills, and the ability to contribute to the organization's mission in a variety of ways. 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:

- Maintain building security at all times and assure confidentiality of clients
- Provide intake interviews with residents to identify individual needs
- Work with residents on meeting basic daily needs
- Provide information to residents regarding safety, housing, health care, and financial options
- Provide crisis counseling, safety planning, and information and referrals to Hotline callers and to users of Chat/Text Program
- Assist with training new staff, volunteers, and interns for Hotline work
- Provides support to coworkers, volunteers, and interns in Shelter
- This full-time position requires being available 40 hours per week, Tuesdays through Saturdays, from 8:00a to 4:00p, onsite at WC&S main offices
- Perform other duties as assigned by supervisor



Here's what we are looking for:

- High school diploma/GED required
- At least one (1) year of experience working in direct service in a human service agency
- 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, culturally specific 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 and Teams strongly preferred
- Desire to work in an organization committed to accepting every individual's history and perspectives
- Act 33/34 and FBI Clearances required

Compensation: \$17.00/hour, plus eligible for +\$1.00-\$4.00/hour shift premium differential for weekend, evening, and overnight hours.

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"** to careers@wcspittsburgh.org.