



## HOTLINE SERVICES ADVOCATE

**About the agency.** Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program 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 Hotline Services Advocate, you will provide direct service, advocacy, crisis counseling, and referrals to clients utilizing WC&S' Hotline and Text/Chat program, as well as working directly with clients residing in WC&S' Emergency Shelter. You will have the ability to effectively work with adults and children who have experienced trauma, handle crises, manage 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. This full-time role is onsite and 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:

- Provide crisis counseling, information, and making triage referrals to callers and text/chat visitors
- Provide support to staff, substitutes, and interns as needed on hotline data collection
- Assess and refers clients to court-ordered support group
- Contact MENS group participant partners and make Lethality Assessment Program (LAP) "conflict" follow-up calls
- Assist Senior Hotline Advocate II with maintaining hotline materials, assuring the quality of hotline calls, and overseeing the waiting list
- Provide training to new Direct Service Advocates on taking hotline calls
- Maintain building security at all times and assure confidentiality of residents
- Maintain community living standards and regulations ensuring the safety and cleanliness of the community
- Conduct intake interviews with residents to identify individual needs
- Provide information to residents regarding safety, housing, health care, and financial empowerment options
- Provide back-up to Shelter front office desk (x304)
- Provide back-up support for individual advocacy and case management following the Case Management Model



- Maintain strict confidentiality of clients, residents, and location; follows safety protocols
- This position requires being available Sundays through Wednesdays, from 12:00pm to 10:00pm onsite at WC&S offices
- 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
- One (1) or more years 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 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

**Typical Starting Salary:** \$35,000

**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 "**Hotline Services Advocate**" to [careers@wcpittsburgh.org](mailto:careers@wcpittsburgh.org).