

On-Call/Relief Advocate

Position Description

The On-Call Advocate position focuses on ensuring that survivors accessing domestic violence, sexual assault, and sexual exploitation helpline services receive crisis intervention, information and referral services, and basic medical and legal advocacy. On-Call Advocates function as members of the service delivery team and have the authority to make day-to-day decisions about client cases and to help interns and volunteers provide professional, meaningful services.

Responsibilities

The duties of this position include and are not limited to the following:

- Provide direct advocacy-based counseling services to helpline callers outside of business hours and on weekends, primarily over the phone, at the shelters, and at the hospital.
- Provide support to clients completing protection order petitions and coordinate advocates to attend protection order hearing requests to support clients.
- Coordinate immediate services for helpline callers, and provide first line back-up support to volunteers and interns who are on after-hour helpline shifts.
- Directly connect helpline callers to in-office advocates for on-going support.
- Follow up with survivors supported during a sexual assault forensic exam, or through an LAP call and directly facilitate their connection to the Criminal Legal Advocate.
- Maintain accurate and up-to-date record-keeping for all client services.
- Fill a role of relief advocate during business hours as able.
- Maintain up-to-date information on all resources available to clients
- Maintain professional and positive relationships with all systems that interface with clients



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Qualifications & Requirements

- Two years relevant work experience in related field or Bachelor's degree preferred.
- Experience working with survivors of domestic violence and/or sexual assault.
- Experience and knowledge in both civil and criminal legal systems.
- Excellent organizational skills, written and oral communication skills, and ability to work independently and as part of a team.
- Ability to establish and maintain effective working relationships with staff and associates.
- Commitment to respecting individual differences and serving a diverse population.
- Initiative to learn and enhance skills that promote equity and an understanding of oppression and its impact on domestic/sexual violence.
- Positive, problem solving attitude with a willingness to provide and seek guidance from team members.
- Passion for ending gender-based violence.
- Individuals with additional language fluency in Russian, Spanish or sign language are preferred and will receive a 5% salary range premium after a successful probationary period.
- DVSAS is committed to respecting and reflecting diversity. Survivors are encouraged to apply.

DVSAS Mission

The Mission of DVSAS is to support individuals affected by domestic violence, sexual assault, and sexual exploitation, and to lead the community toward ending those abuses of power.

Pay Range

This is a non-exempt position that pays a stipend of \$2/hour for all hours scheduled on-call plus a starting hourly wage of \$17.86—\$20.54 per hour for hours worked (including responding to calls, follow-up calls, staff meetings, staff trainings., and record-keeping.)

Employee Benefits

DVSAS offers employee medical benefits, retirement, an employee assistance program, paid sick leave, and paid vacation.

How to Apply

Submit a resume, cover letter, and application (found at DVSAS.org) to aicay@dvsas.org.



**Domestic Violence and
Sexual Assault Services**
ending violence, transforming lives

1407 Commercial St.
Bellingham, WA 98225
www.dvsas.org

24 hour helpline: 360.715.1563
toll-free: 877.715.1563
*accepts 711 and other relay calls
Se habla español.*