

On-Call Relief Advocate

Reports To: Program Manager

Salary: This is a non-exempt position that pays a stipend of \$2/hour for all hours scheduled on-call in addition to a starting hourly wage of \$20.58 – \$22.70/hour for actual hours worked.

Benefits: This position is eligible for pro-rated paid sick leave, vacation and 14 paid holidays.

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.

Position Summary

The On-Call Relief Advocate ensures that individuals accessing advocacy services outside of DVSAS business hours receive crisis intervention, information and referral services, and basic legal and medical advocacy. They may also support volunteers and interns to provide professional, meaningful services.

Responsibilities

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

Client Services

- Coordinate and provide advocacy services to helpline callers outside of business hours and on weekends over the phone, at DVSAS shelters, and at the hospital as needed.
- Provide first line back-up support to volunteers and interns who are on after-hour helpline shifts.

Employment Opportunity

- Connect helpline callers to in-office advocates for ongoing support.
- Follow up with survivors supported during a sexual assault forensic exam or through an LAP call, and directly facilitate their connection to the ongoing criminal legal advocacy services.
- Maintain accurate and up-to-date record-keeping for all client services.
- Fill the role of relief advocate during business hours as able.

Administration & Program Support

- Adhere to agency policies and practices including confidentiality, mandatory reporting, and ethical standards.
- Maintain professional and positive relationships with all systems that interface with clients.
- Maintain accurate and up-to-date record-keeping for all client services and outreach activities.
- Demonstrate a team-oriented approach by attending Program Team meetings and All-Staff meetings as able.
- Complete other duties that relate to the mission of DVSAS and the goals of this position as needed.

Qualifications & Requirements

- Relevant experience, and/or bachelor's degree in human services or equivalent.
- Experience working with survivors of domestic violence and/or sexual assault.
- Completion upon hire of the DVSAS Advocacy Core Training or equivalent and a strong desire to work with survivors – survivors are encouraged to apply.
- Exceptional organizational and communication skills.
- Experience and knowledge of relevant community resources.
- Access to reliable transportation, a current driver's license, and vehicle insurance.
- Ability to establish priorities and work independently.
- Ability to establish and maintain effective working relations with staff and community partners.

Employment Opportunity

- Commitment to respecting individual differences and serving diverse populations.
- Positive, problem-solving attitude with a willingness to provide and seek guidance from team members.
- Passion for ending gender-based violence.
- Initiative to learn and enhance skills that promote equity and an understanding of oppression and its impact on domestic/sexual violence.
- Individuals with additional language fluency in Russian, Spanish, sign language, or other locally relevant languages are preferred and will receive a 5% salary range premium.

Work Environment: Community service agency environment. Ability to work in moderate and loud noise environments including, but not limited to: paging, telephones, human voices, music, and machinery.

Important Disclaimer: Employees are expected to act in the best interest of DVSAS and the clients we serve, even if doing so requires actions or responsibilities not listed in the above job description. The above statements are intended to describe the general nature and level of work being performed by those assigned to this job. They are not intended to be an exhaustive list of all duties and responsibilities required of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Other duties may be assigned which are not considered essential and may not be listed here.

How to Apply

Submit a cover letter, resume, and application (found at <https://www.dvsas.org/get-involved/employment-opportunities/>) to employment@dvsas.org