

On-Call Relief Advocate

Reports To: Immediate Services Director

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 receives paid sick leave, paid vacation and 14 paid holidays, all at a prorated amount based on average FTE accruals, which vary monthly.

*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. This position serves as front-line staff for the 24/7 crisis line, providing support both remotely and in person. 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, at the hospital, and at other community locations as needed.

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- Provide first line back-up support to volunteers and interns who are on after-hour helpline shifts.
- 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.
- Provide advocacy and volunteer support during business hours as-needed.

Administration & Program Support

- Adhere to agency policies and practices including but not limited to confidentiality, mandatory reporting, and ethical standards.
- Maintain professional and positive relationships with all systems that interface with clients.
- Maintain accurate and up-to-date documentation and record-keeping for all client services and outreach activities and track work and personal time in accordance with timesheet requirements.
- 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.
- Strong organizational and communication skills.
- Knowledge of relevant community resources and the ability to stay current as they change.
- Access to reliable transportation, a current driver's license, and vehicle

Employment Opportunity

insurance.

- Ability to establish priorities and work independently, while collaborating effectively as part of a team and staying connected through remote communication.
- Ability to build and maintain collaborative relationships with staff and key community partners.
- Commitment to respecting individual differences and serving diverse populations.
- 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.

Signature of Employee

_____ Date ___/___/___

Signature of Supervisor

_____ Date ___/___/___