

Employment Opportunity

On-Call/Relief Advocate

Reports To: 24 Hour Services Manager

Salary: This is a non-exempt position that pays a stipend of \$2/hour for all hours scheduled on-call in addition to an hourly wage of \$19.23/hour (plus adjustments for direct experience and preferred language fluency) for hours worked (including responding to calls, follow-up calls, staff meetings, staff trainings, and record-keeping.)

Benefits: This position is eligible for pro-rated paid sick leave, paid 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 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:

Client Services

- 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.

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- 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 the role of relief advocate during business hours as able.

Community Relationships

- Maintain professional and positive relationships with all systems that interface with clients

Administration

- Oversee and maintain systems to ensure that all necessary program data is captured and reported appropriately to facilitate client service coordination, program reporting, and planning.
- Ensure full programmatic compliance with agency policies, funding source and contract requirements, and state, federal, and local laws.
- Maintain accurate and up-to-date record-keeping for all services.

Qualifications & Requirements

- Relevant experience (at least two years preferred), 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 Counselor 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

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insurance.

- Ability to establish priorities and work independently.
- Ability to establish and maintain effective working relations with staff and community partners.
- 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 after a successful probationary period.

How to Apply

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

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.