

## **JOB DESCRIPTION**

### **HOTLINE/SHELTER ADVOCATE**

(40 Hours; M-F Variable Shifts/Hours; Focus on working with ESL clients)

**GENERAL SUMMARY:** Supports the organization's Mission, Guiding Principles and Values and Women's Center Business System (WCBS), along with sensitivity of cultural and workplace harmony.

**SUMMARY:** Provides direct service and advocacy for shelter and hotline clients with a specific focus on working with individuals who are refugees, immigrants, or speak English as a second language.

**REPORTS TO:** On-Site Program Manager & On-Site Operations Manager

### **RESPONSIBILITIES:**

**This Shelter/Hotline Advocate will have the specific responsibility** of working with all non-English speaking Shelter/Hotline clients, providing services including: crisis intervention counseling; safety planning; individual advocacy; immigration assistance; all victim support services; and specifically while in Shelter, intake interviews and general assistance to make sure basic needs are met. Also, this Advocate will facilitate or co-facilitate support groups that include or are focused on this underserved population. As a member of the RIL (Refugee, Immigrant, Limited English Speaker) Team, this Advocate will meet every other week with the RIL Team and may take on other duties related to improving the quality of our services to this population.

All Shelter/Hotline Advocates have the following Shelter responsibilities with all clients:

- Maintains building security at all times and assures confidentiality of residents
- Provides intake interviews with the resident to identify individual needs
- Work with residents on meeting basic daily needs
- Facilitates DV educational support groups for residents
- Supervises volunteers and substitutes in absence of managers

All Shelter/Hotline Advocates have the following Hotline responsibilities with all clients:

- Provides crisis counseling, information and makes triage referrals to all callers.
- Assist with training substitutes, volunteers and interns for hotline work
- Provides support to volunteers, substitutes and interns on hotline data collection

All Shelter/Hotline Advocates have the following combined responsibilities:

- Documents and enters accurate client information and systems advocacy and submits in a timely manner
- Meets regularly for supervision with Managers to review, receive and prioritize tasks and discuss issues/problems of the shelter and hotline departments
- Advocates for victims of IPV, using the Justice, Autonomy, Restoration and Safety model (JARS) and the Sanctuary model
- Performs other duties and assigned by Managers.

## **QUALIFICATIONS:**

- Bi-lingual or multi-lingual – fluent in speaking, writing, and comprehension (this is the primary requirement for this position)
- Degree in social work/social sciences
- 1-3 years in direct service in a human service agency, including two years in a counseling setting
- Ability to multi-task and adapt to change
- Ability to work independently and as a member of a team
- Effective written and oral communication skills
- Sensitive to domestic violence and cultural diversity issues
- Working knowledge of Microsoft Office Windows, Outlook and Word
- Act 33/34 and FBI clearances

**Salary Starts Low \$30,000's annually.**

Non-Exempt

Nothing in this job description restricts management's right to assign and reassign duties and responsibilities to this job at any time.

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Employee's Signature

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Date

My signature indicates that I have reviewed this job description. I understand that this is not a contract for employment at WC&S.

Please send cover letter and resume to Allison Kacmar Richards at  
[kacmara@wcspittsburgh.org](mailto:kacmara@wcspittsburgh.org) by 9/22/2017.