



Job title	Relief Advocate
Reports to	Center Manager
FLSA:	VOLUNTEER POSITION
Department	Client Services

Job purpose

Under the direction of the Center Manager, the Relief Advocate responds to callers on the domestic violence hotline, as well as provides emergency telephonic response to residents of Orange and surrounding counties following a referral from local law enforcement. Utilizing a trauma-informed care approach, the Relief Advocate provides crisis intervention, needs assessment, and supportive counseling to callers on WTLC's 24/7 hotline. *This position is an on-call and after hours' position (primarily in the evenings and on weekends and holidays).*

Duties and responsibilities

- Provide individualized, flexible, support and advocacy to survivors for on-call shifts during evenings, weekends, and holidays.
- Willingness to work flexible hours and respond to last-minute requests for coverage.
- Assess for risk and provide safety planning and information to clients on the hotline.
- Help identify callers' needs including crisis interventions.
- Assist in accessing emergency shelter, motel, transportation and other immediate needs.
- Provide support and resources that strengthen families and child development
- Support participants in creation and evaluation of safety plans, provide education on their rights and connect them to community services and resources
- Communicate effectively with other team members
- Complete and maintain participant records that document services provided; input data entry into database (Apricot)
- Attend all mandatory meetings and trainings to enhance knowledge and skills and keep informed of the organization's plans and programs, as assigned
- Provide support to all other program staff, as needed
- Transport participants and/ or their children to various locations as needed
- Other duties may be assigned

Qualifications

- BA in social services/related field, and minimum of 2 years experience equivalent of both, experience with survivors of trauma
- Bilingual in Spanish – the prevailing non-English language of participants. Other languages are considered
- Experience serving diverse communities

- Experience in, or knowledge of, crisis intervention and trauma-informed
- Independent worker, flexible, dependable, self-starter, strong decision-making skills
- Strong communication skills, courteous phone voice, detail-oriented
- Ability to handle a variety of projects concurrently, strong follow-through abilities
- California State 40-Hour Domestic Violence and Human Trafficking Training Certified; Sexual Assault Training
- Has not been a resident of WTLC or any other domestic violence shelter for three years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Possession of working mobile phone with calling and data plan and Internet and computer access for data entry
- Successful completion of a pre-employment background check
- Positive representation of WTLC within the community

Working conditions

This is an on-call position volunteer position. Typical hours are overnights, holidays, 12 hour shifts with flexibility to provide coverage on holidays and as needed. In addition, must be available to cover assigned overnight on-call hotline duties. This is not an hourly position.

Physical requirements

Regularly required to sit and use hands to fingers; intact vision abilities required
Occasionally required to lift and/or move heavy objects

TO APPLY SEND RESUME, COVER LETTER REFLECTING YOUR EXPERIENCE, AND
SALARY REQUIREMENTS TO
INFO@wtlc.org
NO PHONE CALLS PLEASE