

Position Opening – Crisis Intervention Advocate

Full Time, non-exempt – 1st shift

\$21.00 per hour + benefits

DAIS Crisis Intervention Advocates are of the first point of contact for many of our clients. Our Crisis Intervention Advocates assist victims and survivors, their friends, families, and other concerned community members impacted by domestic violence issues. Crisis Intervention Advocates provide crisis intervention, crisis counseling and support, personalized safety planning, internal referrals to other DAIS programs, and community resource referrals to individuals utilizing crisis intake services at DAIS, which include the 24/7 Help Line program (phone and text), walk-in clients, and our law enforcement referral program.

About DAIS:

Domestic Abuse Intervention Services (DAIS) empowers those affected by domestic violence and advocates for social change through support, education, and outreach. DAIS envisions a nonviolent community that actively promotes safety, peace, justice, and hope.

Primary Duties:

- Provide trauma informed direct services to victims of domestic violence and callers to our helpline
- Provide assistance with safety planning, problem solving, information and referrals
- Respond effectively to challenging situations with clients
- Take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all clients
- Respond to referrals from Madison Police Department
- Assist in on-site emergencies as needed

Qualifications:

There's no such thing as a perfect candidate. Our clients come from all different backgrounds, and so do our employees. If you're passionate about utilizing your skills in a role like this, and you meet the minimum requirements of the position, we'd love to hear from you. Persons of color and LGBTQIA+ individuals are encouraged to apply, as the strength of our team stems from our diversity.

DAIS is an equal opportunity/affirmative action employer.

- A four-year college or university degree is preferred, though relevant work experience may be considered in lieu of a degree.
- Excellent written and verbal communication skills, and an attention to detail required.
- Experience working with victims of trauma and their children strongly preferred.
- Experience working with individuals and families from diverse backgrounds strongly preferred.
- Bilingual (Spanish/English) preferred.
- Experience working with volunteers preferred.
- Knowledge of community resources in Dane County preferred.
- Knowledge of domestic violence issues strongly preferred.
- Strong computer skills, including knowledge of and experience with Microsoft Office preferred.

Benefit package includes:

- Generous PTO accrual (20 hours/month, increases after year two)
- 10 paid holidays/year
- DAIS pays 80% of health & dental insurance premiums
- Vision insurance
- Flexible Spending Account
- Life & Accidental Death Insurance, premiums paid by DAIS
- Short-term & Long-term Disability plans, premiums paid by DAIS
- Employee Assistance Program (provides free legal, financial & work-life services)
- 401(k) plan with employer match

How to apply:

- **Submit the following 3 things:**
 - ✓ Cover letter – tell us a little about yourself
 - ✓ Resume – tell us about your work and volunteer experience
 - ✓ DAIS Application for Employment – found on our website <https://abuseintervention.org/jobs/>
- Incomplete applications will NOT be considered.
- Applications will be accepted until the position is filled.
- Complete applications may be submitted:
 - Via email as an attachment to: daisemployment@abuseintervention.org
 - Via our website: <https://abuseintervention.org/jobs/>
 - Via fax or US Mail (address & fax number available on website)