

Position Opening – Family Advocate

Full-time - hourly

Pay: \$22.00 per hour + benefits

- Generous PTO accrual
- 10 paid holidays/year
- DAIS pays 80% of health & dental insurance premiums
- Vision insurance
- Flexible Spending Account
- Life & Accidental Death Insurance paid by DAIS
- Short-term & Long-term Disability plans paid by DAIS
- Employee Assistance Program
- 401(k) plan with employer match
- Investments in Professional Development & Training

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.

DAIS is an equal opportunity/affirmative action employer.

About the job:

The Family Advocate provides short-term, crisis-based case management services to victims of domestic violence during their stay in the DAIS emergency shelter while simultaneously supporting daily living needs of clients within the shelter facility. The Family Advocate works collaboratively with clients on their goals by providing emotional support, advocacy, safety planning, resource navigation, parenting guidance, and referrals to community resources, and ensures high-quality service provision within the shelter by offering crisis intervention, assisting residents with basic needs, and collaborating with other Family Advocates and Shelter Advocates to address client needs and service concerns. The Family Advocate plays an integral role in the overall functioning of the shelter through on-site coverage and program support throughout their assigned shifts. This is an on-site, awake position. If you're passionate about working in role like this, and you meet the requirements of the position, we'd love to hear from you.

Primary responsibilities include:

- Providing trauma-informed direct services to victims of domestic abuse and their children including support, advocacy, crisis intervention, safety planning, parenting support, information, and resource referrals; Conducting shelter intakes and shelter orientations
- Providing comprehensive short-term crisis-based case management for DAIS clients staying in the DAIS Shelter as well as those placed in hotels; Guiding clients through the housing/rental application process; helping clients understand lease expectations and the impact of non-compliance.
- Working collaboratively with other Family Advocates to ensure all clients receive support or assistance when needed.
- Collaborating effectively with community partners to coordinate services for DAIS clients. Assisting clients in accessing services through community partner agencies, helping to navigate through processes and systems.
- Maintaining cleanliness in shelter common areas, including the shelter kitchen; engaging clients to participate in cleaning efforts; assisting clients with daily living needs, and cleaning and preparing rooms for client intakes; Communicating shelter rules and communal living guidelines to clients and addressing difficulties or problems that arise
- Monitoring surveillance cameras and responding to urgent or emergency situations by following appropriate protocols.

Qualifications:

- Four-year degree in social work or related field desired, relevant field experience may be considered in lieu of a degree.
- Experience working with individuals and families from diverse backgrounds required.
- Excellent computer skills including knowledge of and experience with Microsoft Office required; Excellent written and verbal communication skills required.
- Excellent attention to detail and organizational skills required.
- Experience working in a residential facility setting strongly preferred.
- Experience working with child and adult trauma survivors strongly preferred; Experience in crisis intervention strongly preferred.
- Knowledge of domestic violence issues and related content areas (i.e., mental health, AODA, Family Systems) preferred; Knowledge of community resources within Dane County and how to access those resources preferred.
- Authorized to work in the United States without sponsorship.
- Bilingual preferred.

Work Environment and Physical Demands:

- Requires the ability to use standard office equipment such as computers, phones, photocopiers, fax machines etc.
- Requires the ability to concentrate and remain focused in a collaborative shared work environment.
- Requires the ability to adjust vision and focus to record data, the ability to monitor and observe the activities of clients, and the children of clients, within the facility, and to detect, discern, or exchange information both in person and over the telephone to address resident inquiries and needs.
- Work requires the ability to ascend or descend stairs, as well as the agility to move about and position self efficiently to perform physical tasks and address emergency situations.
- Routinely requires the ability to move or transport supplies or equipment weighing up to 20 pounds unassisted while ascending or descending stairs, as well as the ability to bend, twist and stoop.

How to apply:

- **Submit the following 3 things:**
 - ✓ Cover letter – tell us a little about yourself
 - ✓ Resume – tell us what you've done in the past
 - ✓ 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)