



Job title	Relief Advocate – Weekend On-Call
Reports to	Residential Services Manager
FLSA Classification	Non-exempt / On-call hours as required

Job Summary

Provide on-call coverage for weekend shifts (Friday 3:00 pm – Monday 6:00 am.) Relief advocates work as needed to relieve full-time and part-time staff and must be available for day, evening, and overnight shifts. An on-call stipend is provided in addition to an hourly wage for actual hours worked.

Duties and Responsibilities

- Provide crisis intervention to victims of domestic and sexual violence on the 24-hour hotline.
- Provide support and resources to clients who are receiving services on-site.
- Complete shelter screenings and intakes.
- Notify “on-call” volunteers when they are needed to provide advocacy for domestic and sexual violence victims in area emergency departments.
- Provide advocacy to victims of domestic and sexual violence at local emergency departments.
- Greet and direct clients, volunteers and donors.
- Remain positive, friendly, professional and helpful to all who call or walk into Mutual Ground.
- Receive donations and ensure a positive donor experience.
- Assist with office duties such as copying, faxing, filing, and collating.
- Operate multi-line phone system, transfer calls and relay messages.
- Maintain sign-in and sign-out log for residents, staff, and visitors.
- Ensure house safety check is complete at the end of each shift.
- Participate in professional training and development and attend required meetings.
- Complete routine data entry, timely.
- Carry out tasks such as vacuuming and cleaning to support operation of 24-hour facility.
- Act in accordance with MGI, ICADV, and ICASA policies and procedures.
- Demonstrate integrity and professionalism in interactions with staff, clients, volunteers, and donors.
- Ensure client confidentiality at all times.
- Other duties as assigned.

Qualifications

- Bilingual Spanish-speaking preferred;
- 60-Hour Domestic and Sexual Violence Training Certificate;
- DCFS training and mandated reporter certificate;
- Dedication to helping victims;
- Excellent organizational and interpersonal skills;
- Ability to communicate effectively verbally and in writing;
- Ability to utilize standard telephone/fax/copier equipment;
- Computer proficiency;
- Excellent crisis intervention and problem solving skills;

- Acceptance and respect for diversity of culture, sexual orientation, gender identity or expression, ability, and religious belief.

Working Conditions

Standard office environment. May be required to travel to local hospital emergency departments, schools, courthouses, satellite offices and other locations for purposes of training, advocacy, counseling and to otherwise represent Mutual Ground. Some evening hours are required.

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