

Employment Opportunity

Position:	Relief Advocate
FLSA Classification:	Non-Exempt / Relief On-Call hours as needed
Location:	Aurora, IL
Application Deadline:	Continuous until position is filled
Program Description:	Mutual Ground, Inc. (MGI) is one of the largest and oldest domestic violence/sexual assault agencies in Illinois. MGI provides comprehensive, victim centered services that focus on safety, stability and hope.

Job Summary

Provide crisis intervention and advocacy services to victims of domestic violence and sexual assault. Support the daily operations of Mutual Ground's 24-hour program through clerical and facility-related tasks. Relief advocates work as needed to relieve full-time staff and must be available for evening, overnight and weekend shifts.

Qualifications

- Bilingual Spanish-speaking preferred;
- 60-Hour Domestic Violence and Sexual Assault Training Certificate (may be obtained upon hire);
- Dedication to helping victims;
- Excellent organizational and interpersonal skills;
- Ability to communicate effectively verbally and in writing;
- Ability to manage a multi-line telephone system as well as standard office equipment;
- Computer proficiency;
- Excellent crisis intervention, conflict resolution, and problem solving skills;
- Acceptance and respect for diversity of culture, sexual orientation, gender identity or expression, ability, and religious belief.

Examples of Duties

- 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.
- Provide advocacy to victims of domestic and sexual violence at local law enforcement and emergency departments.
- Greet and direct clients, volunteers and donors.
- Convey a positive, friendly, professional and helpful attitude 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.
- 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.
- Demonstrate integrity and professionalism in interactions with staff, clients, volunteers, and donors.

How to Apply

Submit a cover letter and resume to Rebecca Laudati, Residential Services Manager, at rlaudati@mutualground.org. MGI is an Equal Opportunity Employer. Selection will be based solely on merit and will be without discrimination because of age, race, sex, religion, national origin, marital status, sexual orientation, or mental or physical disability.