



Empowering individuals, families and our communities to take action against violence and abuse

Job Opening: CRISIS INTERVENTION ADVOCATE

DESCRIPTION

Monarch Services (Formerly Women's Crisis Support-Defensa de Mujeres) was established in Santa Cruz County in 1977. Through crisis counseling, legal assistance, and advocacy, we help victims of domestic violence, sexual assault and human trafficking and their families become survivors and repair their lives. **Monarch Services** is the only rape crisis center and emergency domestic violence shelter in Santa Cruz County and the Pajaro Valley Region.

Under the direct supervision of the Crisis Intervention Manager, and within the scope of the agency's mission, goals and objectives, the Crisis Intervention Advocate provides direct services to survivors of domestic violence and sexual assault. The Advocate must be fluent in English and Spanish and be able to effectively communicate orally and in writing in both languages. This position is full-time and based in the Monarch Services offices in Watsonville and Santa Cruz.

DUTIES AND RESPONSIBILITIES

- Provide legal information to survivors of domestic violence, including assistance with filing for restraining orders, referrals, and accompaniment to court.
- Provide support to crisis line and other crisis intervention services, as needed.
- Respond to hospitals and law enforcement, as needed, to assist, support, and provide advocacy to survivors.
- Provide peer counseling to clients through face to face appointments or via the crisis line.
- Conduct client intake assessments and shelter screenings, as needed.
- Maintain clear and concise client files and records, and assist in gathering statistical information in compliance with funding requirements.
- Complete a State-Certified Domestic Violence/Sexual Assault Peer Counselor Training.
- Maintain Peer Counselor certification by completing continuing education requirements, as required by state grantors.
- Attend staff meetings, training sessions, supervision and other agency meetings as required.
- Maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and with representatives of government, and other community organizations.
- Other duties related to the specific classification as assigned.

MINIMUM QUALIFICATIONS:

- Oral and written fluency in English and Spanish required.
- Education or experience equivalent to two years of relevant college coursework or experience in a related field.
- Strong written and verbal communication skills.
- Knowledge of and experience working in the Latino community and other unserved and underserved communities.

- Knowledge of intimate partner violence, sexual assault, trauma, and community resources.
- Ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual and political orientations.
- Ability to work flexible hours including evenings and weekends, as needed, to be responsive to community requests.
- Have completed a State-Certified Domestic Violence/Sexual Assault Peer Counselor Training and an agency Advocate Training.
- Possession of valid California driver's license and use of an insured vehicle.
- Working knowledge of personal computer, experience with MS Office software including Word and Outlook.

PHYSICAL JOB REQUIREMENTS:

During working hours, employee must have the ability to:

- Sit for long periods of working hours.
- Lift objects to 25 pounds from floor to waist level and carry for brief periods.
- Bend and stoop while filing.
- Twist and reach while at a desk or computer terminal.
- Maintain physical and mental composure while dealing with emergencies, walk-ins as well as difficult situations.
- Hear and speak well enough to converse over the phone or in person.
- Legally and physically drive personal and/or agency vehicle during regular work hours.

Classification: Non-exempt, Full-Time Position (40 hours per week)

Salary: **\$17.50 (Includes bilingual pay)**

Benefits: Employer paid Medical, Dental and Vision benefits available.
Paid holidays and Paid Time Off for regular employees.

How to apply:

Submit your letter of intent and resume clearly outlining your qualifications via e-mail (MS Word or PDF formats only) to brianal@monarchsgc.org

NON-EXEMPT EMPLOYEES OF MONARCH SERVICES ARE REPRESENTED BY
SERVICE EMPLOYEES INTERNATIONAL UNION.

MONARCH SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER.
WE VALUE AND WELCOME DIVERSITY OF ETHNIC, CULTURAL, RELIGIOUS, SOCIO-ECONOMIC, POLITICAL BACKGROUNDS,
SEXUAL ORIENTATION/IDENTIFICATION AND ABILITIES.

We take pride in being a family friendly workplace.

