



On-Call Advocate

Non-Exempt, Full-Time Position(32hr/week)

\$29.26 per hour (plus an additional \$1.50 bilingual differential)

The position is primarily based in the Santa Cruz Office

WHY JOIN US

We are activists, advocates, feminists, leaders, and people who empower striving to create a world free from violence and abuse.

We are committed to serving as leaders for social change for the benefit of the community through advocacy, shaping policy, and collaborating with community partners.

Imagine yourself working for a social justice organization that helps transform lives and communities...

THE OPPORTUNITY

Under the direct supervision of the On-Call Program Manager and within the scope of the agency's mission, goals, and objectives, the On-Call Advocate is responsible for assisting clients and their families by providing services to survivors of sexual assault, domestic violence, and human trafficking. The On-Call Advocate may work in various agency programs that provide coverage on the crisis/support line, 24-hour response and call outs, peer counseling, office phones, office walk-ins, and/or assist with other related duties, as needed by the program.

WHO YOU ARE:

- You have education or experience equivalent to one year of relevant college coursework or experience in a related field.
- You have knowledge of and experience working in the Latinx community and other unserved and underserved communities.
- You can work flexible hours, including evenings and weekends, as needed, to be responsive to community requests.
- You have demonstrated initiative and self-motivation.
- You have knowledge of intimate partner violence, sexual assault, trauma, and community resources.
- You have completed a State-Certified Domestic Violence/Sexual Assault Peer Counselor Training and an agency Advocate Training. (Training may be completed after hire).
- You have a valid California driver's license and use an insured vehicle.

SKILLS:

- Fluency in English and Spanish is preferred.
- Communication skills, mainly listening, mediation, and writing skills
- You have the ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual, and political orientations.
- You have the ability to maintain accurate records.
- You need to be able to work in a fast-paced environment.
- You need to possess strong organizational skills with the ability to meet deadlines.
- Working knowledge of personal computer, experience with MS Office software including Word and Outlook.

WHAT YOU'LL DO:

- You will provide support to survivors of sexual assault and domestic violence, including crisis intervention, assessments, shelter screenings and assessments, peer counseling, advocacy, emergency transportation, emergency response, and referrals as needed.
- You will provide support to the agency's 24-hour crisis/support line.
- You will provide support to main office lines.
- You will submit database information.
- You will provide support to offices as needed.
- You will respond to hospitals and law enforcement to assist, support, and advocate for survivors as needed.
- You will provide support to client walk-ins and determine client needs to determine appropriate resources, including the referral to additional agency services.
- You will provide advocacy at local hospitals as part of the county-wide Sexual Assault Response Team (SART).
- You will respond to hospitals, the child interview center, and law enforcement as needed to assist support and provide advocacy to survivors.
- You will make appropriate client referrals to community resources and follow up as needed.
- You will maintain clear and concise records and assist in gathering statistical information in compliance with funding requirements.
- You will work collectively within your department and with other agency departments to best serve and support the clients. This includes screening and assessments, advocating strongly, internally and externally, to best meet client needs.
- You will maintain Peer Counselor certification by completing continuing education requirements, as required by state grantors.
- As required, you will attend staff meetings, training sessions, supervision, and other agency meetings.

- You will maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and representatives of government and other community organizations.
- You will effectively engage and interact with others demonstrating active listening skills, tact, and diplomacy. Must have problem-solving and conflict-resolution skills. Consistently applies good judgment and client confidentiality.
- You will act calmly in emergencies; ability to work successfully in a high-stress environment.
- Other duties related to the specific classification as assigned.

BENEFITS & PERKS

Keeping you healthy

We take a holistic approach to wellness, physical, emotional, and financial. Our comprehensive benefits package includes the following:

- Up to 100% agency-paid medical, dental, vision, and life
- 403B retirement benefit with up to 4% employer match

Balancing your Life

Work-life balance is an essential aspect of self-care. That's why we provide generous time off policies for everything life throws your way. We've covered you, whether it's a new baby, a family, or a nasty cold.

- 16 Holidays and Paid Time Off benefits for regular employees.
- Winter and Summer office closure
- Self-care retreats.

How we collaborate

We cultivate comradery between all Monarch staff and programs supported by a range of fun activities that bring us together.

- Agency Engagement Committee
- Diversity Equity Inclusion Belonging Committee
- Green Team Committee

THE FINE PRINT

While performing the duties of this job, the employee is regularly required to walk; sit; drive; use hands to finger, handle, or feel; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

Maintain physical and mental composure while dealing with emergencies, crisis situations, and deadlines.

How to apply:

**Submit your resume and cover letter packet
clearly outlining your related experience to this position
via e-mail (MS Word or PDF formats only) to careers@monarchscs.org**

The position will remain open until filled.

**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, AND POLITICAL
BACKGROUNDS, SEXUAL ORIENTATION/IDENTIFICATION, AND ABILITIES.**

**We take pride in being a family-friendly and green-certified workplace.
We lead by example to protect our environment and support families.**