Lead On-Call Advocate

Non- Exempt, Hours Vary

$31.06 (Plus *$1.50 Bilingual Pay)*

WHY JOIN US

We are activists, advocates, feminists, leaders, and empowerers 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. Our workplace is dynamic and filled with daily adventures as we continually self-exam our work and who we are from a programmatic, gender, and equity lens.

Now, imagine yourself working for a social justice organization that helps transform lives and communities.

THE OPPORTUNITY

Under the supervision of the On-Call Program Manager and within the scope of the agency's goals and objectives, the Lead On-Call Advocate is responsible for providing direct services to survivors of domestic violence, sexual assault, and human trafficking. The Lead On-Call Advocate's primary responsibility will be to provide lead backup coverage and support to the agency's 24-hour crisis response system.

WHO YOU ARE

- You have two years of relevant coursework or work experience in a related field.
- You can work within a flexible schedule, including nights and weekends, to ensure coverage and backup support to staff and volunteers.
- You have a valid California driver's license and use of an insured vehicle in compliance with current safety standards.
- You demonstrate the ability to motivate and coordinate the efforts of others positively.
- You have Knowledge of intimate partner violence, sexual assault, human trafficking, substance abuse, trauma, and community resources.

YOUR SKILLS and ABILITIES

- Fluency in English and Spanish is **required.**
- Excellent communication skills, mainly listening, mediation, and writing skills.
- Ability to work with people of diverse ethnic, cultural, religious, socio-economic, political, and sexual orientations.

- Have knowledge of personal computer, experience with MS Office software preferred
- Demonstrate ability to maintain accurate records and reports, pay attention to details and follow through on tasks.

WHAT YOU'LL DO

- You will work closely with on Call Manager to ensure full coverage of the on-call schedule.
- You will provide support to On-Call Advocates, Shelter Advocates, and Volunteers as the lead backup.
- You will work closely with the crisis line answering contractor and identify and resolve issues in a timely manner while on shift.
- In conjunction with On-Call Program Manager, you will provide training and support for on-call staff, Shelter staff, and volunteers to ensure their understanding of agency policies and trauma-informed client services.
- You will provide advocacy at local hospitals as part of the county-wide Sexual Assault Response Team (SART).
- You will assist the ongoing development of the On Call Program, in collaboration with the On Call Program Manager, including integrating a trauma-informed service approach into services, policies, and procedures
- You will support the shelter as the lead backup when additional support is needed.
- You will Provide lead backup support during designated days/week(s).
- You will maintain Peer Counselor certification by completing continuing education requirements as state grantors require.
- 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, representatives of government, and other community organizations.
- Other duties related to the specific classification as assigned.

THE FINE PRINT

While performing the duties of this job, the employee is regularly required to walk; sit; drive; use fingers and hands to 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.

BENEFTIS & PERKS

Keeping you healthy

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

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

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. Whether it's a new baby, a family, or a nasty cold, even a pandemic, we've got you covered.

- 16 Holidays and Paid Time Off benefits for regular employees.
- Last Friday of each month office closures and winter 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 Committee

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@monarchscc.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 and green-certified workplace.