

*Sarah's Inn is a community-based non-profit organization whose mission is to improve the lives of those affected by domestic violence and to break the cycle of violence for future generations*

Looking for a great nonprofit organization with a strong community presence? You have found the right place at Sarah's Inn. Work with an organization that prioritizes staff development and work-life balance. Join our team of caring, knowledgeable, and passionate professionals who are dedicated to the mission of ending domestic violence.

Sarah's Inn offers competitive pay and benefits, including a flexible one-day per week remote work day, paid time off (25 days of vacation and sick time), 10 paid holidays per year, a Flexible Spending Account, a retirement plan, and robust health insurance plans (90% covered by the agency for individual coverage, 30% covered by agency for spouse/family coverage). The agency also provides a \$35.00 monthly cell/tech reimbursement and mileage/parking reimbursement. 100% agency paid short-term and long-term disability and a \$35,000 life insurance policy. Voluntary dental, vision and additional life insurance plans available.

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**Job Title:** Resource and Information Advocate

**Department:** Intervention

**Reports To:** Legal Advocacy Supervisor

**FLSA status:** Exempt/Full-time

**Salary:** \$40,000 - \$42,000/annually

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**Position Summary:** Greet, provide guidance, information and referrals to victims of domestic violence at the Cook County Domestic Violence Court in Chicago.

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**Essential Duties and Responsibilities** If invited for an interview, a full job description will be provided.

**Provide comprehensive and quality services to victims of domestic violence and their families (includes children and teen witnesses).**

The Advocate will do the following services for people access legal relief from the Domestic Violence Court:

- Provide a brief overview of available court options.
- Assess which intervention is most useful for individual's objective.
- Refer to resources inside and outside the courthouse including Legal Advocates through Sarah's Inn or other qualified organizations.
- Ensure professional relationships with clients to create an atmosphere of empathy, safety and support.
- In addition to victims of domestic violence, be able to provide these services to victims of sexual assault and stalking.

In addition to these in-person services the Advocate will:

- Provide crisis intervention and referrals for battered individuals and their families over the phone on the crisis line.
  - Organize and prioritize daily services and responsibilities to ensure that client needs are met.
  - Maintain accurate and current information regarding issues and policies impacting legal services to victims of domestic violence.
  - Update and enhance knowledge of community resources and materials relevant to the clients we serve.
  - Coordinate responsibilities with team members to ensure client needs are met.
  - Ensure fulfillment of grant objectives and expectations.
  - Collect minimal data from individuals served, manage corresponding paperwork, and enter data into database for successful reporting to funders.
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- Achieve productivity expectations pertaining to service hours and caseload.
- After interacting with a Sarah's Inn client update files in a timely and accurate manner.
- After interacting with a Sarah's Inn client update client case notes and service codes in a timely and accurate manner.
- Maintain knowledge internal organizational guidelines and protocols.

**Participate in the on-call rotation for crisis line in order to support crisis line volunteers and clients (if exempt/full-time).**

- Provide back-up support using the on-call phone for the crisis line off hours (evenings, nights, and weekends) for a week-long shift. Position could have up to 4 week-long shifts a year.
- Ensure support of volunteers who are on the line. Providing coverage if needed, answering questions, providing guidance, and taking over when clients are in need of support only staff can approve (hotel stays, transportation, food, etc.).
- Texting shift reminders to the volunteers who are scheduled.
- When on-call, responsible for responding to text line requests. The text line is directly linked to the on-call phone.
- Provide prompt feedback about concerns or successes during the on-call shift to the Volunteer and In-Kind Coordinator.
- Responsible for understanding and implementing the on-call and financial assistance procedures including awareness of technology used and troubleshooting as needed.

**Build and enhance community relationships.**

- Represent the organization with professionalism at community meetings and events, and demonstrate diplomacy and tact in all interactions with various system representatives and community partners.
- Participate and provide leadership on various external committees, task forces, and councils as assigned.
- Collaborate with other community and county agencies on behalf of the clients we serve.
- Develop and maintain partnerships with community programs that are in line with the mission of Sarah's Inn.

**Educate community members and professionals about domestic violence and Sarah's Inn services.**

- Provide community education presentations and professional trainings.
- Participate in community awareness events.
- Provide internal training to staff, volunteers, and interns.

**Location:**

Five days a week at the Cook County Domestic Violence Court – Chicago

Also returning to the Program Office in Forest Park at least twice a week for crisis line shifts, meeting, and paperwork completion.

**Education and/or Experience:**

- BA degree and/or equivalent experience required
  - One year or more experience providing direct service advocacy on behalf of victims of domestic violence and their families preferred.
  - One year or more experience providing counseling, advocacy, and/or case management services to families (relevant volunteer and internship experiences included).
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- Completion of an Illinois Certified 40-Hour Domestic Violence Training preferred or required to complete within two months of employment.

**Knowledge and Skills:**

- Excellent oral and written communication skills.
- Excellent organizational skills.
- Fluency in Spanish, oral and written, required.
- Demonstrated computer experience.
- Knowledge of victims', children and youth issues specifically related to domestic violence.
- Demonstrated ability to prioritize and handle a variety of tasks, and meet established deadlines.
- Ability to develop and maintain positive relationships with a wide variety of people, including but not limited to board members, staff, volunteers, interns, government officials, community partners, organizational donors and media.
- Commitment to and experience in working with people from diverse cultural, ethnic, socioeconomic backgrounds.
- Ability to work some evening and weekend hours.
- Valid driver's license, access to a reliable car with current insurance.

Sarah's Inn is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, sexual orientation, veteran status, national origin, or disability. EOE/M/F/D/V

Interested Candidates should submit cover letter and resume to [employment@sarahsinn.org](mailto:employment@sarahsinn.org) - Indicate "Applying for Resource & Information Advocate" in the Subject Line.