

MAITRI

Position: Client Advocate

Reports to: Manager, Client Advocacy Programs

Hours: Part time/20hrs a week (between the hours of 9am and 5.30pm)

Classification: Hourly/Non-Exempt

Summary: Maitri is a non-profit agency in the San Francisco Bay Area that provides services to survivors of domestic violence and abuse. We are looking for a compassionate and dynamic individual to join a team of passionate advocates providing culturally responsive services to the South Asian community and beyond. The Maitri Client Advocate will be responsible for covering the live crisis Helpline, providing crisis intervention, peer counseling, and referrals to resources, as well as performing relevant administrative duties as assigned.

Responsibilities include:

- Providing culturally and linguistically appropriate live crisis Helpline coverage and serve as the first point of contact for those needing Maitri services
- Providing confidential safety planning, crisis intervention, peer counseling, and referrals to resources during live crisis-line coverage and timely follow up and action on messages left on our helpline, email, or Facebook from those requiring our advocacy services
- Advocating on behalf of clients with community resources as needed and relevant
- Providing non-judgmental and trauma-informed client advocacy and peer counseling
- Collecting and maintaining data on Helpline services and outcomes
- Compiling and providing reports as needed for grants or other organizational purposes
- Complying with all confidentiality requirements, and ethical and legal obligations of the program and agency
- Providing support for staff and volunteers to implement services
- Other Administrative duties as assigned

Qualifications require:

- Commitment to Maitri's values and to vision and philosophy to end domestic violence.
- Fluency in at least one South Asian language and English. (Knowledge of Hindi or Punjabi is a plus)
- At least 1 year prior experience in community based advocacy or social service work
- Excellent communication and interpersonal skills
- Experience working effectively with people in crisis situations with patience, compassion, and flexibility
- Experience working respectfully with persons of diverse ethnic, religious, educational, language, sexual orientation, and cultural backgrounds
- Willingness to work a flexible schedule when needed and to complete tasks on hand
- Basic proficiency in using Internet, MS Outlook, Excel, and Word
- Ability to work independently and as part of a team; to manage multiple tasks and prioritize tasks and projects; to be detail-oriented, well-organized and flexible;
- Willingness to work some evenings and/or Sundays based on agency needs, if required.
- Work authorization to work in USA.
- Bachelor's degree. (related field education or relevant experience is a plus)
- Cleared background check (fingerprinting), valid TB test
- Must have completed or be willing to complete 40hr California State Domestic Violence Counselor certification (training will be provided)

Please email cover letter and resume to jobs@maitri.org with subject line "Client Advocate". Please be ready to provide at least two references No phone calls please.

Maitri is an Equal Opportunity Employer.

We may be unable to respond to each email based on the volume of applications received.