



Between Friends

RESOURCE, INFORMATION, AND SERVICES ADVOCATE

Job Title: Resource, Information, & Services Advocate
Supervised by: Counseling & Support Services Manager
Classification: Full-Time, Non-Exempt
Anticipated Start Date: February 2nd, 2026

ORGANIZATIONAL SUMMARY

Between Friends envisions a community without domestic violence where equality, safety, and justice exist for all. Between Friends provides a safe, supportive and empowering environment for individuals and families in crisis. Between Friends' counselors and advocates empower individuals to make their own decisions and choices, rather than making choices for them. To address domestic violence as a community issue, Between Friends offers comprehensive prevention programs to educate youth and adults about the dynamics of healthy and unhealthy relationships and how to prevent domestic violence before it begins. To learn about our programs go to www.betweenfriendschicago.org

POSITION SUMMARY

The Resource, Information, and Services Advocate is responsible for providing telephone support on Between Friends' hotline, performing community outreach activities, maintaining agency resources, conducting intakes for Between Friends' programs, and coordinating the A Night Out program which provides survivors and their children with hope and healing through special events in the community.

RESPONSIBILITIES

Program (75%)

- Receives, routes, and responds to calls from survivors of domestic violence and others seeking support and assistance on the crisis hotline
- Provides callers with information, emotional support, safety planning, and referrals
- Screens, schedules, and enrolls potential clients into the Counseling & Support Services Program
- Screens and refers potential clients to the Chicago and Rolling Meadows Court Advocacy Programs, including Legal Clinic
- Trains and supports volunteers who provide coverage on the hotline
- Helps survivors of domestic violence to understand their rights and the legal remedies available to them under Illinois Domestic Violence Act
- Assists clients in filing for Crime Victim's Compensation program
- Provides outreach to the community, including identifying and developing partnerships with local organizations, especially in the Latine community
- Provides childcare, as needed
- Coordinates, schedules and/or facilitates special A Night Out events for survivors of domestic and intimate partner violence and their children.
- Collaborates with agency staff and clients to develop the annual series of A Night Out events
- Recruits, screens, supervises, and elicits feedback from A Night Out Program volunteers, staff, and clients.
- Works collaboratively with partner organizations to train staff, recruit survivors, and complete program enrollment to attend planned A Night Out events.



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Administrative (20%)

- Maintains case and caller documentation and submits necessary information to the Counseling & Support Services Manager, Court Advocacy Manager, and Director of Survivor Services for statistical reporting
- Updates and maintains agency resource referral guide
- Works with the Counseling & Support Services Manager and the counseling team to coordinate the counseling schedule to meet the needs of the clients and the agency
- Maintains Caseload List document for Counseling & Support Services Program
- Creates new, and maintains existing, partnerships with partner organizations
- Coordinates with partner and other organizations to schedule trainings for Counseling and/or Court Advocacy teams
- Translates outreach and other materials for the Spanish speaking community (if fluent in Spanish)
- Completes all required statistical reports
- Enters data into the InfoNet database
- Supports the development of policies/procedures relevant to A Night Out programming
- Completes reporting on each A Night Out event
- Evaluates the A Night Out programming in collaboration with Counseling & Support Services Manager by creating & tracking relevant outcome measures, monitoring results, and implements program improvements based on data collected
- Completes Quarterly reporting surveys

General (5%)

- Participates in the on-call crisis line rotation as needed
- Participates in a variety of coalitions and committees to form collaborative responses to domestic violence
- Participates in agency events as needed or required
- Provides services as determined by Board of Director's policies

QUALIFICATIONS

Education, Certification, & Licenses:

- 40-hour domestic violence training strongly preferred. Required for role and can be provided upon hire
- Bachelor's degree in Social or Behavioral Sciences field preferred

Experience & Skills:

- Previous experience in domestic violence services or advocacy preferred
- Previous experience in crisis intervention preferred
- Strong organizational skills required
- Computer and software knowledge: PC literate with experience in word processing required

Languages:

- Bilingual in Spanish is required



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Must be committed to Between Friends mission and values, practicing intersectional equity in all facets of the work, and ending all forms of abuse in relationships.

WORK ENVIRONMENT:

- This position operates primarily in a professional office environment that is not fully accessible
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets, and fax machines
- While performing the duties of this job, the employee is regularly required to talk or hear
- Workplace is a smoke- and drug-free environment
- Equal Opportunity Employer. Decisions and criteria governing the employment relationship with all employees are made in a non-discriminatory manner, without regard to race, ethnicity, creed, religion, color, sex, sexual orientation, gender identity or expression, age, national origin, citizenship status, military service and/or marital status, order of protection status, handicap, disability, or any other factor determined to be unlawful by federal, state, or local statutes

SALARY: \$44,000-48,500 dependent on experience and qualifications.

BENEFITS:

- Comprehensive benefits package (with some employee contributions) includes medical, dental and vision insurance
- Full time employees are eligible for a 20 paid day sabbatical after completion of five years employment
- 24 days of paid time off accrued during the first year, and 12 paid holidays

TO APPLY:

- Submit thoughtful cover letter including why you are interested and qualified for this position, resume, and salary requirement to: careers@betweenfriendschicago.org
- Please write your name (Last, First) and Resource, Information, and Services Advocate in the subject line of your e-mail
- Incomplete applications will not be accepted
- No phone calls please