



Position: **Services Advocate**
Reports to: Services Manager
Hours: 40 hours/week
Classification: Regular, Hourly
Salary Range: \$28.50 - \$31.00 per hour
Reviewed: February 2026

LifeWire is an equal opportunity/affirmative action employer. We value diversity in our staff. Survivors of domestic violence and persons of color are encouraged to apply.

LIFEWIRE'S MISSION/VISION:

LifeWire supports survivors of domestic violence on their path towards safety, stability, and healing. We work to end domestic violence by changing community beliefs, attitudes, and behaviors. Domestic violence is a human rights issue. LifeWire envisions a community in which every person lives in a safe environment, free from oppression and with the opportunity to thrive.

ABOUT LIFEWIRE:

Everyone deserves to live free from fear and violence. From a safe home, each of us can work, learn, play, and fully contribute to our community. At LifeWire, we help adults, children, and youth who have been impacted by domestic violence build safer and healthier lives by offering support, resources, and professional services. And we work with youth and young adults to develop healthy foundations early in life, preventing future violence.

OVERVIEW OF POSITION: LifeWire's survivor Services Advocates support primarily survivors of domestic violence and intimate partner violence. The survivor Services Advocate maintains active cases of adult survivors and provides virtual, mobile, on the phone and in-person advocacy. They assist survivors with crisis intervention and safety planning, offer community education about domestic violence, provide information about the civil and criminal legal systems, connecting them to other service providers, and sharing community resources.

KEY RESPONSIBILITIES:

- **Family and Parenting Support:** Develop and nurture ongoing relationships with partner agencies and service providers, particularly those related to parenting, family support, and child welfare. Ensure comprehensive assistance for survivors and their families.
- **Team Collaboration:** Work collaboratively with staff, interns, volunteers, and community stakeholders to promote program success. Actively engage in team meetings, LifeWire trainings, and community outreach efforts. Provide services that meet support standards, maintain efficiency, sustainability, and adhere to trauma-informed, survivor-centered practices.
- **Survivor Support and Advocacy:** Provide direct support to survivors, including mobile advocacy as needed. Provide onsite support at the CSC at least twice a week and as necessary. Ensure swift, trauma-informed responses to address immediate survivor needs.
- **Support Group Facilitation:** Coordinate and facilitate at least one support group, potentially including an evening group, to provide ongoing emotional and practical support for survivors. Assist in planning and implementing events and activities for families, including family nights and other community-building initiatives.
- **Knowledge of Guidelines and Procedures:** Stay informed of service and agency guidelines to make independent, informed decisions in both emergency situations and day-to-day activities, ensuring services meet organizational standards.

- **Data Collection and Reporting:** Ensure accurate, timely completion of all program documentation, including data entry for outcome measurement, statistical reporting, and compliance with LifeWire's contracts and funding requirements.
- **Outcome Measurement and Evaluation:** Conduct outcome measurement and utilize applicable evaluation tools to assess the effectiveness of services provided to survivors. Consistently track expenditures as required to meet financial reporting standards and program goals.
- **Workplace Organization and Environment:** Maintain an organized, professional work environment, including shared spaces, to ensure a functional and welcoming atmosphere for staff and survivors.
- **Flexible Availability:** Staff are not required to be available 24/7. However, this role requires flexibility to work irregular hours, including some evenings and weekends, to meet survivor needs and provide advocacy services. Periodic on-site weekend coverage will be required
- **Other Duties:** Perform other duties as assigned in support of LifeWire's mission, including assisting with program development, outreach efforts, and administrative tasks.

QUALIFICATIONS:

Language Skills:

- Fluency in multiple languages is preferred but not required, for most direct services positions. LifeWire is especially interested in candidates who speak Spanish, Mandarin, Russian, Korean, or Vietnamese, as these are the most common languages in King County. LifeWire provides an additional hourly premium for staff members who demonstrate fluency in one or more foreign languages.

Education and Experience:

- A Bachelor's degree in a related field is required. Relevant work experience may substitute for education.
- At least two years of experience in crisis intervention and domestic violence advocacy is preferred.
- Knowledge of domestic violence, intimate partner violence, physical, sexual and emotional abuse and the effects on the family system--adults, children, and teens preferred.

Cultural Competence

- Must be able to work effectively with cultural humility among a diverse team and with participants from various cultural backgrounds.
- Strong intersectional understanding of race, identity, marginalization, and domestic violence is desired.

Background and Transportation Requirements:

- Must meet LifeWire's background check standards.
- Access to reliable transportation and a valid Washington State driver's license is required. Must have the ability to travel independently between multiple work sites within a day. Mileage and fuel costs incurred for work-related travel will be reimbursed in accordance with LifeWire's reimbursement policy
- Safely drive LifeWire vehicles as needed, including a 15-passenger van.

Certifications:

- CPR and First Aid Certification, and AIDS/HIV Bloodborne Pathogen Certification required.
- Must complete ongoing training for domestic violence advocacy as required by law within 6 months of hire.

Technical Skills:

- Proficiency in Microsoft Office, Adobe, and custom databases.
- Experience with data management, reporting, and using technology to optimize team performance and operations.

Work Style:

- Strong organizational skills to manage multiple priorities in a fast-paced environment.
- Take initiative and work independently, as well as collaborating on a team.
- Maintains strict confidentiality of participants at all times.
- Work efficiently and meet deadlines without sacrificing quality. Strong attention to accuracy in tasks like data entry, documentation, and compliance with processes and procedures.
- Strong problem-solving skills, able to think critically and adapt strategies quickly in complex and time-sensitive situations.
- Support team members and foster a collaborative, open communication environment.

Strong Communication Skills:

- Must maintain clear, concise, and effective communication, especially in urgent or high-stress situations. Listen actively and respond appropriately to varying levels of urgency.

Stress Management and Resilience:

- Experience or training in crisis management and de-escalation techniques in volatile or emotionally charged environments.
- Manage stress effectively and remain calm under pressure, including supporting staff during high stress situations.
- Displays empathy and sensitivity to support the emotional needs of both participants and staff in challenging situations.

The statements contained herein reflect the general details necessary to describe the main functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.