



Position: **Hotline Advocate**

Scope: To respond to incoming calls on the Transitions Family Violence Services hotline from victims, advocates, general public and service providers. The Hotline Advocate provides crisis intervention, referrals, information, and safety planning to all callers. The Hotline Advocate also provides assistance with survivor advocacy for residents, shelter maintenance, and preparation for incoming survivors during the hotline shift. Shifts range from 4pm-12am and 12am-8am

Essential functions: *(Essential functions may include but are not limited to the functions listed below.)*

- Respond and document all hotline calls for domestic and sexual violence victims, those experiencing homelessness, service providers and community citizens by providing information, shelter, resources and referrals.
- Ability to manage crisis phone calls while maintaining empathic listening and compassionate response skills.
- Provide DV information and education to callers and shelter clients
- Provide DV information and education to other community agencies and organizations as requested
- Conduct screening and evaluation for all potential shelter admittance
- Provide and complete intake information and support with new emergency shelter clients in a timely manner (24-48 hours).
- Incorporates trauma informed best practices into supportive services and advocacy work with survivors at the shelter and hotline calls.
- Promote a trauma-informed environment in the Emergency Shelter
- Coordinates interpreter or ASL services for non-English speaking or hearing impaired participants.
- Respond to shelter residents inquiries, assist with receiving essential needs and document activities and areas of concern in communication log.
- Initiate initial response and dispatch on-call advocates to local hospitals and law enforcement officers requesting emergency response accompaniment services for sexual and/or domestic violence victims
- Ensure that all client related information is maintained accurately and in accordance with agency protocols and confidentiality guidelines.
- Ensure that the shelter is maintained as a safe, respectful and empowering environment
- Assist with maintenance, cleanliness and inventory
- Uphold all Transitions' policies, procedures, agency philosophy and vision as they pertain to the clients and staff.
- Participate in all scheduled agency and team meetings as well as individual supervision
- Other duties as assigned.
- This position may be required to supervise interns/volunteers a year, depending on availability.

Survivor Triage:

- Responds to hotline crisis calls
- Facilitates entrance into emergency housing or local hotels, as needed.
- Assist residential clients
- Document and maintain accurate statistics & demographics information to include VAdata client information and services; assist with the compilation of data for agency and program reports, as needed.

Data Entry:

- Enters consistently complete, accurate and appropriate participant and service data into the agency database.
- Responds to meet data needs identified by the Vision Team or grants staff.

Team Work and Professional Development:

- Participate with the Hotline, Housing and Outreach Team
- Actively contributes to a positive team environment to ensure the collaboration needed for provision of high quality services to survivors.
- Participates in all staff meetings, team meetings, planning days and agency in-service trainings

Educational Requirements:

- Must be 18 years of age
- High School Diploma or equivalent. Bachelor's degree in social work or related field preferred or equivalent.
- Human services experience and knowledge of domestic violence preferred

Required Knowledge, Skills and Abilities:

- Understanding of empowerment-based advocacy model for services.
- Ability to manage time and complete multiple activities within a time frame.
- Demonstrated ability to manage high stress situations.
- Knowledge and experience working with clients/families in crisis.
- Ability to maintain personal and professional boundaries, ensuring that job performance and attitude reflects the philosophy and vision of Transitions.
- Ability to work with residents from different backgrounds and cultures
- Ability to use sound judgment and discretion in working with clients.
- Ability to follow established procedures to maintain client confidentiality for all work conducted on behalf of Transitions.
- Ability to work with colleagues/agency volunteers/interns as a team member.
- Ability to establish and maintain cooperative working relationships with professionals from diverse backgrounds and ability to develop community contacts for resources.
- Detail oriented & strong organizational skills, with the capacity to develop and ensure accurate and timely follow-up as well as documentation.
- Ability to express yourself orally and in writing in a positive manner that well represents Transitions Family Violence Services.
- Ability to produce forms, letters and presentations using computer software to include Microsoft Word, Excel and PowerPoint.
- Ability to operate standard office equipment including desktop personal computer, telephone and fax machine.
- Good driving record, valid driver's license
- Criminal records and CPS check required

Terms: This position is an hourly, non-exempt position and may on occasion include some early evening work. This is a grant funded position and requirements are subject to change.

Application Process: Submit resume and cover letter to jlewis@transitionsfvs.org. Please, no phone calls or faxes. Successful applicants will be required to submit to background check and DMV report. EEO/Drug Free Workplace and prohibits discrimination and harassment of any kind.

Please submit resume to jlewis@transitionsfvs.org. This Position closed on **April 1, 2020**.