

WOMEN HELPING WOMEN: Job Description

POSITION TITLE: Daytime Hotline Advocate (1.0 FTE)

FUNCTION: Provides crisis intervention and support, advocacy, information, and referral to survivors of sexual assault, domestic violence, and stalking. This includes telephone, written, and support group advocacy. Works consistently within the mission, vision, and values of the Agency.

KEY JOB RELATIONSHIPS: Reports to Daytime Hotline Supervisor, serves survivors, collaborates and coordinates with community agencies, organizations to provide appropriate resource/referral sources.

QUALIFICATIONS: Demonstrated experience in and passion for delivering effective services to diverse populations/audiences and experience in gender-based violence field. Excellent organizational and interpersonal skills. Ability to work independently and with others as a team member and a strong representative of the agency's brand. Proficiency with Microsoft Office Suite. Passionate about WHW's mission. Ability to handle confidential information discretely.

RESPONSIBILITIES & EXPECTATIONS:

Programming

Provides direct crisis intervention services to survivors of sexual assault, domestic violence, and stalking.

- Provides telephone and one-on-one crisis intervention, hospital advocacy, civil and criminal court accompaniment, and support group facilitation.
- Makes appropriate assessment of abuser and survivor lethality danger, assists client with safety planning and provides information and referrals with each client as appropriate.
- Makes needed assessment of abuser/primary aggressor, independently of assessments made by law enforcement or the courts, and ensures that all survivors of abuse are served regardless of their status as a Defendant, pursuant to Agency policy.
- Facilitates accompaniment to proceedings/appointments/meetings as needed to provide information, advocacy, support, and safety.
- Advocates for survivors based on survivor-defined goals and with the consent of the survivor.
- Facilitates educational and/or support groups for clients, as assigned.
- Provides program services that are:
 - Client focused to support and meet client/community needs.
 - Excellent in quality and empowering the clients.
 - Affirms the value of diversity and inclusion, and is respectful to all survivors (e.g., gender identity, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation).

Outcome Analysis of Programs & Continuous Improvement

- Maintains highly accurate records / reporting systems / statistics and submits on time (e.g., documentation for WHW, for funders, for partner agencies).
- Participates in the on-going process of evaluation and revising policies, procedures, and forms as appropriate.
- Maintains file information that is usable and accessible to colleagues.

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Agency Teamwork

- Establishes and maintains effective and professional working relationships with coworkers, volunteers, interns, donors, and board members.
- Participates in any additional training and development opportunities provided by the Agency.
- Provides training, support, and evaluation of volunteers and interns assigned to this position, including verification of observation logs, as requested by supervisor.
- Participates actively in Agency meetings and functions.

Community Leadership

- Develops and maintains effective, professional, and collaborative relationships with others in the community
- Collaborates with other Agency staff to ensure the provision of crisis intervention, support and advocacy is coordinated with other community systems.
- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate.
- Consistently advances the Agency and promotes positive public relations.
- Affirms the value of diversity, and is respectful of others in regards to/ does not discriminate based on gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation.

Other Requirements:

- Reliable and consistent access to an internet connection
- Ability to create and maintain a confidential space for the entirety of the shift

OTHER REQUIREMENTS: To facilitate Agency effectiveness, may be expected to take on other duties assigned. Availability of transportation in order to provide service in the community is required.

ACCOUNTABILITY: Daytime Hotline Supervisor

TIME COMMITMENT: Full-time/Monday Thru Friday/7am-3:30pm or 10:30am-7pm/

TRAVEL: This position is 100% remote/Work from home

PAY BASIS: Hourly

BENEFITS: As stated in the current Employee Handbook

CONFIDENTIALITY: May be involved in confidential personnel, and interagency issues. Responsible for client confidentiality.

WHW is an equality and equity opportunity employer. WHW believes in equity and inclusion and welcomes diversity of experience and expression at the Agency in recruitment, hiring, training, compensation and promotion of diverse talent-