

**WOMEN HELPING WOMEN OF HAMILTON COUNTY
JOB DESCRIPTION**

TITLE: After-Hours Hotline Advocate, Full-Time

DEFINITION: Provide advocacy and support services to survivors of domestic violence (DV), Sexual Assault (SA), and human trafficking. Additionally, provide support, information, and referrals to survivors of DV, SA, and stalking. Works consistently within the mission statement of the agency.

QUALIFICATIONS: 1-year direct service experience in related field (DV, SA, crisis intervention, or advocacy) preferred. Computer literacy (MS Office, Databases, email, etc.) preferred. Must have area in home that is distraction-free and quiet.

RESPONSIBILITIES & EXPECTATIONS:

1. Program Related

- Demonstrates awareness of program and/or client needs when providing services, in addition to awareness of other agency programs and program goals.
- Provides services and/or performs duties in a manner which is consistent with agency philosophy. All performance with respect to all individuals - both within and outside of the agency - is conducted in a manner which affirms the value of diversity, and which is respectful of others regarding gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation.
- Provides hotline crisis intervention services and referrals to domestic violence, sexual assault, and human trafficking survivors for Women Helping Women's 24/7 Crisis Hotline.

2. Administrative Functions

- Maintains highly accurate records/reporting systems/statistics and submits reports on time.
- Accurately documents and submits client records, timesheets, and time off requests per agency policy.
- Maintains knowledge of revised policies, procedures, and forms as appropriate.
- Maintains open communication with supervision in regard to any issues that may arise.

3. Team

- Promotes teamwork and cohesiveness among all staff and volunteers while maintaining professional relationships. (e.g., speaks positively of others, collaborates willingly, takes initiative to help, etc.).
- Maintains skills and awareness of current trends in the field; participates in any training.
- Participates actively in Agency meetings, mandatory monthly staff meetings, and additional functions.

4. Community Involvement

- Develops and maintains effective, professional, and collaborative relationships with other agencies and in the community.
- Exercise discretion and maintain confidentiality when representing the agency.

ACCOUNTABILITY: After-Hours Hotline Supervisor

HOURS: Full- Time

- Wednesday through Sunday; 12:00am-8:00am
- Wednesday through Sunday; 5:00pm-12:00am

PAY BASIS: \$17.00/hour + \$1.00/hr shift differential

BENEFITS: As stated in the current Human Resources Policies

LOCATION: Remote Cincinnati/Northern KY, please note staff will be required to come into the office on occasions for training, onboarding, vital agency wide meetings or per director request

Women Helping Women of Hamilton County complies with applicable laws requiring reasonable accommodations for individuals with disabilities.

We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status

3/04, 1/05, 5/07, 8/08, 5/09, 2/17, 6/27