

Anew: Building Beyond Violence and Abuse

Job Description

Title: Bilingual Hotline and Crisis Intervention Advocate	Department: Hotline and Emergency Services
Type: Part-time	Reports To: Hotline and Emergency Services Program Manager
Classification: Non-exempt	Supervises: N/A

Job Summary:

The Hotline and Crisis Intervention Advocate is a member of the Anew: Building Beyond Violence and Abuse Hotline and Emergency Services department. The Hotline and Crisis Intervention Advocate works collaboratively with the other program staff, other agency programs as well as with other domestic violence agencies to provide 24-hour access to emergency shelter and advocacy. This position's work responsibilities focus on providing support and guidance to victims seeking safety and services in a variety of ways. The Hotline and Crisis Intervention Advocate is most often the first point of contact for victims seeking help. Information is gathered and screenings are completed to determine appropriate services including emergency shelter. The Hotline and Emergency Services Advocate also has administrative duties to ensure program efficiency, maintenance of databases, and assistance with the functionality of daily operations.

The ideal candidate for this position is self-motivated, organized, detail oriented and able to carry out tasks in a timely manner. They are friendly, positive and a team player. It is preferred that this individual have experience in social services. A solid understanding of domestic violence dynamics is imperative to appropriately work with callers. The candidate must be able to think critically in order to assess the immediate needs of potential clients. They must have the ability to demonstrate empathetic, non-judgmental attitudes towards people impacted by domestic violence. The individual in this position will be required to take initiative and work independently while also working as part of a team. The ideal candidate is flexible and able to handle multiple demands as this position includes a wide variety of duties including telephonic screenings and crisis intervention, database and record keeping, and collaborating with other agency programs. They must demonstrate competent computer skills and excellent verbal and written communication skills.

Duties and Responsibilities:

- Obtain CDVP Certification within one year of hire and maintain certification.
- Comply with the Hotline and Emergency Services Program Manual.
- Be available for calls at all times during assigned shifts to provide support and assistance to DV victims/survivors and others seeking help.
- Provide DV victims/survivors safety planning, emotional support, and referrals.
- Educates DV victims/survivors on rights and remedies available under the Illinois Domestic Violence Act.
- Screen, approve, and arrange emergency shelter and transportation for at-risk DV victims.
- Coordinate services for shelter clients with crisis intervention team members.

- Coordinate shelter services with off-site shelter location.
- Meet with clients in emergency shelter for crisis stabilization as needed.
- Meet with clients in emergency shelter for case management to determine continuation of services and/or discharge.
- Screen and provide referrals for non-DV services.
- Authorize and arrange transportation for non-emergency services and programs.
- Contact long term DV shelters at beginning of shift for status/space availability.
- Participate in team processes to ensure hotline coverage.
- Update and maintain program resource referral list.
- Check hotline client intakes for prior agency contact.
- Prepare monthly Hotline and Emergency Services program report, hotline data report, and maintain related databases.
- Assist with InfoNet related tasks and reports as assigned.
- Maintain gift card data base in coordination with program manager as assigned.
- Translates hotline and crisis Intervention materials for Spanish speaking community as assigned.
- Meet with Program Manager for supervision.
- Complete and submit client case documentation to Program Manager by established deadlines.
- Complete and submit weekly employee related paperwork to Program Manager by established deadlines.
- Participate in and represent Anew at various networking committees as assigned.
- Attend all required program meetings.
- Attend Anew All-Staff meetings.
- Attend additional trainings and other DV related meetings as assigned.
- Work with other staff to maintain open communication and develop a team approach.
- All other duties as assigned.

Qualifications:

- Bachelor's Degree in counseling, social work, or equivalent work experience.
- Bilingual Spanish/English required.
- Completed 40 Hour Domestic Violence Training, preferred. Will be provided by Anew as needed.
- Previous experience in domestic violence services or advocacy preferred.
- Knowledge of domestic violence dynamics, trauma informed care and the effects on adults and children.
- Ability to work independently and apply critical thinking skills.
- Excellent written and verbal communication skills and interpersonal skills.
- Detail oriented with strong problem-solving skills.
- Strong organizational and time management skills.
- Ability to work well as a team member and effectively communicate with others.
- Ability to handle sensitive information in a confidential manner required.
- Ability to adhere to the Anew value statements
- Must be able to operate general office equipment and be familiar with Microsoft Office.
- Must have reliable transportation, proof of insurance, and valid driver's license.
- Must be able to stand/walk for periods of time and lift up to 25 lbs.
- Flexibility in scheduling a must. Some evenings and weekend hours required at times.

Compensation and Benefits:

The compensation for this position is \$16.50/hour for 20 - 25 hours per week. Anew offers benefits including 14 paid holidays; Paid Time Off (PTO); Short-term disability and the ability to contribute to our 403(b) plan. This position is also eligible for Aflac benefit plans.

If you are interested in applying for this position, please email your cover letter and resume to careers@anewdv.org.

Anew is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, protected veteran status, or any other category protected by law.

For more information about Anew: Building Beyond Violence and Abuse, please visit our website at www.anewdv.org.