

**Anew: Building Beyond Violence and Abuse
Bilingual Crisis Intervention Advocate**

Location: Homewood, IL

Reports to: Crisis Intervention Program Manager

Classification: Non-exempt

Salary Range: \$22.13 to \$24.73

About Anew

For more than 46 years, Anew: Building Beyond Violence and Abuse has provided comprehensive, coordinated services to families experiencing domestic violence—without imposing any one solution. We are committed to helping survivors and their families achieve safety, stability, and long-term independence.

Position Summary

The Crisis Intervention Advocate is a member of the Anew: Building Beyond Violence and Abuse Housing department as a member of the Crisis Intervention program. The Crisis Intervention Advocate works collaboratively with the other program staff, other agency programs as well as with other domestic violence (DV) 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 Crisis Intervention Advocate is most often the first point of contact for individuals seeking help. This position also assesses callers' housing needs and connects them to the Coordinated Entry system as appropriate.

The ideal candidate is compassionate, organized, adaptable and committed to supporting survivors of trauma. This position requires a bilingual (Spanish/English) level advocate who can work independently, communicate effectively, and collaborate across programs to provide client-centered care.

Key Responsibilities:

- Answer, assess and triage hotline calls as well as administrative office calls for both DV and non-DV requests.
- Assess and support emergency walk-in clients for shelter or other services.
- Provide DV callers with safety planning, support, and referrals as well as education regarding their rights under the Illinois Domestic Violence Act.
- Screen, approve, and arrange emergency shelter placement and transportation for those currently fleeing DV.
- Coordinate services for shelter clients with crisis intervention team members.
- Meet with clients in emergency shelter for crisis stabilization, discharge planning, and resources as needed.
- Provide emergency after-hours crisis intervention for Anew's housing program participants as needed and notify Program Manager of any crisis situations.
- Conduct housing assessments for eligible clients in compliance with the Coordinated Entry process and support clients through the housing match process.
- Coordinate with Anew's Housing Department staff regarding vacancies and pending client matches.

Qualifications

- Associate's degree in human services or a related field preferred or relevant work experience.
- Fluency in both spoken/written Spanish and English required.
- Experience with hotline or advocacy in the fields of domestic violence or social services preferred.
- Knowledge of domestic violence dynamics and trauma-informed practices.
- Able to handle sensitive information in a confidential manner required.
- Complete 40 Hour Domestic Violence Training preferred. Will be provided by Anew as needed.
- Excellent computer skills, written and verbal communication skills
- Detail-oriented with strong problem-solving and organizational skills.
- Ability to demonstrate the values of Anew.
- Must be able to operate general office equipment.
- Must be able to sit for extended periods in an office setting, perform computer-based work and occasionally lift up to 25 lbs.
- Ability to travel to shelter locations as required. Reliable transportation required; valid driver's license and proof of insurance required.
- Some evenings and weekend hours required; flexibility in scheduling a must.

Compensation & Benefits

Anew offers a comprehensive benefits package, including:

- 35 hour work week classified as full-time
- 14 paid holidays
- 20 days of Paid Time Off (PTO) annually
- Medical, dental, vision, and life insurance
- Employee Assistance Program (EAP)
- Short-term and long-term disability coverage
- 403(b) retirement plan with 3% employer match
- Optional Aflac benefits
- \$1.00 differential for written/spoken fluency in Spanish

Why Work at Anew

At Anew, your work directly contributes to breaking the cycle of violence and supporting survivors on their journey to safety and independence. We are deeply committed to fostering a supportive, mission-driven workplace where employees are valued, heard, and empowered to grow.

How to Apply

Please submit your resume and cover letter 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, national origin, disability, veteran status, or any other protected characteristic under applicable law.