

Position Posting: Hotline Advocate

Posting Date: August 15, 2019

Position Title: Hotline Advocate

Classification: Nonexempt, Full-time

Reports to: Family Justice Center Manager

Primary Office Location: Family Justice Center, Orange County

Anticipated Start Date: October 1, 2019

Safe Homes of Orange County is a not-for-profit 501(c) (3), which has grown from a grassroots, small group of committed individuals in 1986 to an organization, leader, and resource in the field of intimate partner violence and human trafficking advocacy and services provision. Our many programs include a Family Justice Center, emergency shelter, legal program, anti-trafficking program, individual and group support, advocacy, therapeutic counseling, Risk Reduction Response Programs, systems-based advocacy and collaboration, community education and outreach, throughout Orange and Sullivan Counties.

Role Summary:

The Hotline Advocate is primarily responsible for providing empathic, nonjudgmental support and direct services to victims/survivors of intersecting forms of violence and abuse through the agency's 24-hour hotline. If necessary and available, they may support the needs of individuals who walk-in to the Family Justice Center. They will serve individuals around needs arising from, but not limited to, intimate partner violence, human trafficking, teen dating violence, sexual violence, and other types of crime victimization.

Duties and Responsibilities (shall include but not be limited to):

Essential Areas of Work

- Provide culturally-informed, trauma-responsive crisis intervention, and nonjudgmental, supportive hotline counseling, assessments, shelter screenings and intake interviews for hotline callers.
- Proactively provide comprehensive services to clients and hotline callers, including, but not limited to:
 - Individual supportive counseling;
 - Safety planning and risk assessment;
 - Follow-up contact, as safe and appropriate, and outreach; and
 - Information and referrals to outside agencies and providers (i.e., legal, housing, transportation and economic options).
- Provide clients with information regarding the NYS Office of Victims Services, assist with filing applications for OVS compensation, and serve as a liaison between clients and OVS.
- Provide on-call advocacy outside of traditional business hours, as scheduled.
- As needed, provide direct services to

Program-Related

- Attend and actively participate in regular supervision with Family Justice Center Manager.
- Attend and actively participate in program-specific and agency-wide staff/team meetings.
- Attend and actively participate in webinars, in-service trainings, and external trainings, as appropriate.
- Attend and actively participate in awareness month activities and agency events for clients.
- Actively participate in maintaining a clean, welcoming environment throughout the agency.

Administrative

- Maintain the confidentiality of clients, staff, volunteers, and agency information. Exceptions include information pertaining to child abuse, danger to self or others, or in response to an authorized release of information.
- Adhere to agency policies and protocols related to the security of electronic client service records. Maintain the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation of outreach, training, and other work tasks are complete and up-to-date and submitted to supervisor as directed.
- Ensure timely response and follow up to email communication and voicemail messages.

Organizational Relationships

- Contribute toward fostering inclusive and supportive work environments throughout the agency.
- Work closely and collaboratively with Family Justice Center Manager and other supervisory staff, as appropriate, to understand and accomplish position responsibilities.
- Work closely and collaboratively with agency staff within the Family Justice Center, residential settings, and collocated office spaces.
- Work closely and collaboratively with community partner organizations while supporting the advocacy needs of clients.

Other

- Other duties as assigned by immediate and/or other supervisors.
- Staff members are encouraged to be flexible and responsive to changes in scope of duties.

Work hours: 40 hours per week; Monday through Friday with flexibility around evenings, weekends and holidays; primarily business hours with some evening shifts required; one holiday per year required.

Requirements:

- 4-year degree in criminal justice, social work, or related field, or equivalent work experience in providing direct crisis counseling and/or advocacy services to victims/survivors of intersecting forms of violence and abuse.
- Commitment to working from an anti-oppression, harm-reduction, and trauma-responsive approach; and to social change through active participation in working towards ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
- Ability to work independently as well as cooperatively with a team, with a willingness to appreciate different points of view and problem solve in a constructive manner.
- Investment in ongoing professional growth and development, learning, and skill-building.
- Excellent written and oral communication, organizational and time management skills.
- Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and community.
- Versatility, flexibility, and a willingness to work within constantly changing priorities.
- Demonstrates good judgment with the ability to make timely and sound decisions.
- Experience with data management and knowledge of Microsoft Word, Excel and Power Point, and other database applications.
- Ability to lift up to 50 pounds, navigate stairs, and extended periods of sitting, standing and movement required.
- A valid, insurable driver's license and reliable transportation.

Desired:

- Bilingual/bicultural candidates strongly encouraged to apply.

Conditions of Employment:

- All jobs contingent upon successful completion of certain background checks which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.

NO PHONE CALLS PLEASE.

Applicants may email, mail, or fax resume **with** cover letter, including why you are interested in this position:

Subject line must read: Hotline Advocate
Attention: Hiring Team
Email: admin@safehomesorangecounty.org
Fax: 845-562-2216

Safe Homes of Orange County is an equal opportunity employer committed to a diverse, culturally inclusive work environment and prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender and identity, disability, and national origin in employment and delivery of services. All are encouraged to apply.

This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.