



NEXT DOOR SOLUTIONS TO DOMESTIC VIOLENCE HOTLINE ADVOCATE

Job Title: Hotline Advocate
Reports to: Manager of Crisis Services
Department: Crisis Services
Classification: Hourly, Non-Exempt
Languages: Bilingual Required, Spanish/English

SUMMARY:

Responsible for answering the hotline and responding to crisis callers, handle intake for women and children seeking shelter, provide information on agency programs and services, give referrals to community legal, medical and social services. Monitor safe environment of the shelter. Answer Adult Protective Service Line

REQUIREMENTS:

- Complete 40-hour domestic violence training program.
- Complete CPR Certification, as and when available

RESPONSIBILITIES:

- Act as the first point of contact for Next Door clients and the community, offering client-centered, confidential services.
- Provide trauma informed services to hotline callers and shelter residents.
- Handle crisis and information calls from victims of domestic violence and members of the general public.
- Compile statistical data as required
- Answer and take messages for APS line during the hours of 5:00 pm – 8:00 am, when needed
- Perform other related duties and assume other responsibilities as required in furthering the Agency mission, goals and objectives as directed by supervisor.

QUALIFICATIONS:

- BA degree or equivalent experience in non-profit agency.
- Direct service experience in client-centered counseling and crisis intervention and experience working with victims/survivors of domestic violence from diverse backgrounds.
- Excellent communication and interpersonal skills with the ability to work as part of a team, under pressure in a crisis atmosphere and meet assigned deadlines.

- Demonstrated ability to work with various cultures.
- Knowledge of Trauma Informed Services
- Must be available for occasional weekends and evening assignments.
- Must have a valid CA driver's license and provide proof of insurance.