
NEXT DOOR
SOLUTIONS TO
DOMESTIC VIOLENCE

JOB DESCRIPTION

Job Title: Hotline Advocate
Reports to: Manager of Crisis Services
Classification: Hourly, non-exempt
Department: Emergency Shelter
FTE: Full Time 40 hours, Monday - Wednesday 2:00pm - 10:00pm
Thursday – Friday 6:00am – 2:00pm
Languages: Bilingual Required, Spanish/English

SUMMARY OF JOB DUTIES:

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. Provides case management to clients. 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

SPECIFIC DUTIES:

- Act as the first point of contact for Next Door Solutions 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.
- Conducts individual sessions with clients to initially identify needs, set goals and track clients progress as needed
- Compile statistical data as required
- Provides conflict resolution between clients as needed
- Transport clients as needed
- Answer and take messages for APS line during the hours of 5:00 pm – 8:00 am, when needed
- Supervise and monitor Santa Clara County Jail Public Service Program (PSP) participants daily work activity and report any violations to SCC Jail Sergeant
- Facilitate weekly house meeting
- Attends agency meetings and any outside community meetings or training assigned

- 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.