Helpline Advocate

Position Summary

The Helpline Advocate is responsible for providing trauma-informed crisis intervention, advocacy, and support to survivors of sexual assault and intimate partner violence through SafeHouse Center's Shelter & Helpline program. The Helpline Advocate delivers survivor-centered services including safety planning, emotional support, resource navigation, and education to survivors and community members.

This position plays a vital role in ensuring immediate and compassionate access to support, helping survivors navigate critical moments of crisis with dignity and respect.

Overall, the role is essential to advancing SafeHouse Center's mission of empowering survivors and promoting safety and healing through survivor-centered, empowerment-based advocacy.

Set Schedule: Mondays, Tuesdays, Thursdays, and Fridays 4pm-12am, and Saturdays 8am-4pm

Essential Functions and Responsibilities

- Staff the 24-hour helpline during business hours, weeknights and weekends as assigned.
- Provide direct crisis support and intervention services to survivors of sexual and intimate partner violence and community members in the form of one-on-one crisis support, information, referrals and resources.
- Assist in the general upkeep and function of the shelter facility including the maintenance and cleaning of residential bedrooms and common areas. Provide residential support to survivors as needed.
- Assist in the promotion of domestic and sexual violence services through public speaking and tabling engagements.
- Abide by the confidentiality policy at all times, including mandated reporting guidelines to DHHS.
- Be cross-trained to assist with other agency duties occasionally to help drive our vision, fulfill our mission and align with our organization's values.

Working Environment and Requirements

- This position is based primarily on-site at SafeHouse Center and in a shared office environment.
- Staff may occasionally be required to travel locally and regionally in agency or own vehicle.
- This position requires flexibility in scheduling and job function as some services require 24

hour coverage including during popular holiday times (most notably but not necessarily limited to the time around Thanksgiving, Christmas and New Year's).
- This position requires a minimum age of 21, valid driver's license and the ability to obtain vehicle insurance.

Qualifications

- Bachelor's degree or the equivalent of 2 years of professional experience. Lived experience will also be considered on a case-by-case basis for meeting requirements.
- Skilled in interpersonal communication and teamwork.
- Previous experience in crisis management is preferred.
- Previous experience working effectively with people from diverse racial, economic and cultural backgrounds is preferred.
- Fluency in language(s) other than English is desired.