

To apply: send completed SHC Employment Application, cover letter & resume to jobs@safehousecenter.org with "Helpline Advocate" in the Subject Line.

Position Highlights: 40 hours/week, 2-10pm weekend and evening shifts, with flexibility: Provide direct services to sexual assault and domestic violence survivors and their children in our emergency shelter. Answer the 24 Hour Helpline and provide assistance to callers- Due to grant restrictions, the starting pay is non-negotiable. People of color and LGBTQ identified persons are encouraged to apply.

JOB TITLE:	HelpLine Advocate
DEPARTMENT:	Shelter & HelpLine Program
STARTING PAY:	\$16.36
HOURS:	40 hours per week
FLSA STATUS	Non-Exempt Employee
IMMEDIATE SUPERVISOR:	Shelter & HelpLine Coordinator
MOST RECENTLY REVISED:	09/20/2018

Position Summary:

This position will provide crisis intervention, advocacy, support and resources to survivors of Domestic Violence and/or Sexual Assault and their children, their families and friends and community members.

Essential Functions:

- Staff the 24hour HelpLine during business hours, weeknights and weekends as assigned.
- Provide crisis counseling, information, referrals and safety planning to callers.
- Work collaboratively with each caller to determine their needs, challenges and goals.
- Assist in the promotion of domestic violence and sexual assault services through public speaking and tabling engagements.
- This position is based at the agency in an office environment and requires frequent sitting, standing, walking, lifting and moving of items.

Duties and Responsibilities:

- Provide direct services and information to any caller in accordance with SafeHouse Center's policies and mission.
- Document all services provided for, with or on behalf of the caller.
- Assist in the general upkeep and function of the shelter facility.
- Assist in the training, scheduling and supervision of program volunteers.
- Assist with other duties as assigned.
- Act as a liaison between SafeHouse Center and community members.
- Abide by confidentiality policy at all times.
- Report any knowledge or suspicion of child abuse and/or neglect.

Working Environment & Physical Requirements:

- Staff may occasionally be required to travel locally and regionally in agency or own vehicle to attend conferences or other related events.
- This position requires flexibility in scheduling and job function as some services require 24hour coverage including during popular holiday times (most notably – but not necessarily limited to – the time around Thanksgiving, Christmas and New Year's).
- If utilizing the agency vehicle, a valid driver's license and the ability to obtain vehicle insurance is required.

Qualifications:

- Bachelor's Degree in human services field or two years' experience in a human services field.
- Demonstrated skill in writing, speaking, interpersonal communication, and teamwork.
- Competency in crisis management.
- Understanding of and sensitivity to the unique circumstances of underserved populations and to survivors of domestic violence and sexual assault.
- Fluency in language(s) other than English preferred.
- Public speaking and training facilitation experience preferred.