HOTLINE ADVOCATE
The Hotline Advocate provides crisis intervention and supportive counseling to victims/survivors of domestic and sexual violence consistently and ethically within the mission and values of YWCA Mohawk Valley.

Essential Duties and Responsibilities

- Answer hotline calls from main office or shelter, as scheduled.
- Support victims/survivors in decision-making by providing correct information and available options regarding information and referrals, court, law enforcement, medical and social services advocacy/accompaniment.
- Advocating that the rights of the victims/survivors of domestic and sexual violence are being met.
- Gather information and data pertaining to victims/survivors of domestic and sexual violence.
- Inform victims/survivors of all YWCAMV Crisis Services programming including shelter, groups, counseling, and 24-hour hotline.
- Advocate/accompany victims/survivors as they navigate court, law enforcement, medical, and social services systems.
- Follow up with victims/survivors through court hearings, police intervention, hospital accompaniment, and status of case.
- Assist victims/survivors with filing crime victims’ compensation applications and follow up.
- Assist the Resident Assistant(s) when appropriate in conducting intake and exit interviews for clients seeking shelter.
- Responsible while on duty at the shelter for the safety and well-being of the residents.
- In consultation with the Resident Assistant, alert supervisory staff in case of emergencies, behavior problems, counseling needs, etc.
- Maintain current information on laws, policies, and procedures regarding domestic and sexual violence.
- Maintain positive working relationships with community agencies, court personnel, law enforcement, and medical professionals.
- Attend all required training sessions and webinars.
- Make mandated reports of child abuse to registry as appropriate.
- On-call coverage as scheduled.
- All other duties as assigned.
Position Requirements

Education
• Associate degree in human services, criminal justice, social work, or related field preferred, OR two years’ experience in the field of domestic and sexual violence.

Required Specialized and Technical Knowledge
• Acceptance and support of YWCA MV mission
• Ability to maintain confidentiality
• Ability to interact with staff, residents, and/or agencies while maintaining confidentiality
• Well-organized and flexible
• Strong written and verbal communication skills
• Ability to work independently with little or no supervision
• Ability to work with, and interact with, diverse populations
• Must have reliable transportation and the ability to travel
• Knowledge of Microsoft computer software

Expectation for All Employees
• Support the organization’s mission, vision, and values by exhibiting the following:
  ▪ Integrity
  ▪ Respect
  ▪ Commitment
  ▪ Compassion
  ▪ Credibility
  ▪ Expertise
  ▪ Teamwork

Physical Requirements
• Equipment Used
  ▪ Computer, fax machine, adding machine, telephone, voicemail, copy machine
  ▪ Must hold valid driver’s license and insurance, and be able to travel as necessary
• Physical Activities
  ▪ Climbing, balancing, stooping, kneeling, crouching, walking, grasping, talking, hearing
• Physical Demands
  ▪ Sedentary work exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects
• Visual Acuity Required
  ▪ Heavy acuity is required in this position
• Work Conditions
  ▪ There is no substantial exposure to adverse environmental conditions with the exception of weather-related travel conditions.

__________________________________________________________  ____________________
Employee Signature        Date

__________________________________________________________  ____________________
CEO Signature         Date