

Crisis Hotline Advocate

Are you dedicated to serving people experiencing a domestic violence or sexual assault crisis? If so, this might be an excellent career choice for you!

Fort Bend Women's Center has over 40 years of providing healing and hope to survivors of Domestic Violence and Sexual Assault in the Greater Houston Area. As United Way- Funded Partners, we aim to guide survivors as they heal from abuse. We equip them with the emotional, psychological, and practical skills and resources to create a hopeful, safe, independent life free of abuse. Our services are free of charge and open to ALL survivors of domestic abuse and sexual assault – regardless of gender, race, age, religion, sexual orientation, or identity – because we believe EVERY survivor deserves the chance to thrive. Therefore, FBWC provides outstanding and innovative programming that is brain health based. We operate services within a positive reinforcement framework that increases hope and social connectivity to reduce the negative impact of trauma, often from lifelong abuse. Our mobile services, client services, and programs aim to foster client self-determination and accountability. We are data-driven and use evidence-based traditional and innovative services.

The Crisis Hotline Advocate assists in carrying out the mission and goals of FBWC by providing high-quality emotional support, crisis intervention, information, and referrals to survivors of intimate partner violence and sexual assault. The CHA works closely with social service providers, medical personnel, law enforcement, and other professionals. By applying our Core Values (**Spirit, Passion, Integrity, Respect, Innovation, and Teamwork**), the Crisis Hotline Advocate answers the crisis lines promptly (within four rings and with the goal of zero missed calls), attentively, compassionately, and professionally. While responding to hotline emails, it is the responsibility of the CHA to promptly and attentively assist survivors of intimate partner and sexual violence in finding temporary shelter, whether in our shelter or another shelter.

An enthusiastic personality is a must because the Crisis Hotline Advocate is often the first point of contact in assisting those struggling to achieve self-sufficiency – it is a rewarding job that requires a great deal of optimism. The CHA implements crisis intervention, safety planning, and danger assessments to provide survivors with advocacy, information, referrals, and resources as appropriate. In addition to receiving calls from SANE (Sexual Assault Nurse Examiner) nurses or other medical personnel to promptly dispatch the on-call HART (Hospital Accompaniment Response Team) staff member, the Crisis Hotline Advocate receives, documents, and appropriately resolves LAP (Lethality Assessment Program) calls.

The Crisis Hotline Advocate effectively communicates with internal and external partners to promptly and accurately send service referrals making team participation and the ability to work well with various people from diverse backgrounds paramount. The CHA must work under highly stressful, crisis-oriented situations with the ability to work nonjudgmentally, problem solve, be proactive to make appropriate decisions, and respond compassionately to persons served while maintaining the confidentiality of survivors while keeping appropriate professional boundaries. As a leader, the Crisis Hotline Advocate conveys a manner that encourages and empowers clients to seek remedies for positive change.

Employing a victim-centered, strengths-based, and trauma-informed perspective, the CHA establishes and maintains trust to build collaborative relationships that support clients' self-determination and informed decision-making. The Client Hotline Advocate must report to work on time as scheduled

because The Fort Bend Women's Center shelter is operated 24 hours per day, seven days per week, and all team members must be on the same page to address our client's needs best.

Crisis Hotline Advocate Skills

- Ability to compartmentalize (when you are off, you are off).
- Task-oriented leader.
- Have a self-care routine in place to prevent vicarious trauma.
- Pivot quickly (once the call is over, it is over).
- Willing to complete other tasks and projects as assigned.
- Not easily frazzled, especially during crises.
- Responds to management direction.
- Takes responsibility for own actions.
- Keeps commitments.
- Informatively writes with clarity, accuracy, and respect.
- Edits work for spelling and grammar.
- Speaks clearly and persuasively in positive or negative situations.
- Listens and is confident to ask for clarification.
- Responds well to questions.
- Deadline and solutions-oriented.
- Ability to handle multiple competing priorities.
- Strong organizational skills.
- Outstanding empathetic and listening skills.
- Exhibits sound and accurate judgment.
- Displays tenacity.
- Thorough.
- Respects client confidentiality and autonomy.
- Skilled in motivational interviewing.
- Culturally competent.

Daily Tasks for the Crisis Hotline Advocate

- Displays original thinking and creativity by meeting challenges with resourcefulness.
- Generates suggestions for improving work.
- Develops innovative approaches to ideas.
- Screens visitors remotely (with the goal of zero missed gate calls) for the resident independent living campus to ensure that abusers do not enter the property.
- Timely and accurate client data entry into databases (within 24 hours).
- Schedules appointments for case managers and intake staff on our web-based scheduling system.
- Responds promptly (within 3-5 minutes) and attentively (with the goal of zero missed chats) to live chats from survivors of intimate partner and sexual violence.
- Follows instructions when including appropriate people in the decision-making process.
- Applies strong time management skills to maximize busy and slower periods throughout the shift.

- Uses appropriate verbal and nonverbal communication to de-escalate crises.
- Applies strategies for addressing conflict and moderating one's verbal and nonverbal reactions to communications with clients and coworkers.
- Plans for additional resource needs.
- Consistently set goals and objectives to develop realistic action plans.
- Efficiently uses the time to prioritize and plan work activities.

Additional Crisis Hotline Advocate Responsibilities

- Consistently attend weekly hotline meetings.
- Records accurate timesheet entries (on time every pay period).
- Commits to non-traditional hours of work when necessary to reach goals.
- Completes tasks on time or notifies the appropriate person with an alternate plan.
- Informatively writes with clarity, accuracy, and respect.
- Attends and participates in agency staff meetings and training.
- Solves practical problems and deals with a variety of new situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Reports any suspicious activity or person.
- Adheres to the agency's confidentiality policies.
- Reports any known or suspected child abuse to the immediate supervisor.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication.

Qualifications and Education Requirements for Crisis Hotline Advocate

- Ability to work either 11p -7a, Monday – Friday shift or 7p -7a Saturdays and Sundays shift.
- Bachelor's degree in Social Work or a related field.
- Minimum two years of advocacy, counseling, or crisis intervention experience.
- Crisis hotline experience (as an employee or volunteer) is a big plus!
- Comfortable with basic technology.
- Knowledge of Microsoft Office, with an emphasis on Excel and Outlook.
- Willing to master databases, live chat, video conferences, etc.
- Travel required in Greater Harris and Fort Bend County areas.
- Have a valid Texas Driver's License.
- Carry auto liability insurance as required by the State of Texas.
- Satisfactory completion of criminal background checks and drug screening.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but unnecessary.
- View video [Your body language may shape who you are | Amy Cuddy - YouTube](#)
- View video [Understanding Apathy Through Cognitive Dissonance | Hattie Seten | TEDxBrookings - YouTube](#)
- View video [The power of positive reinforcement | Wendy Smith | TEDxPlymouthUniversity - YouTube](#)

- View video [The Power of Positive Thinking | Helen Peterson | TEDxDhahranHighSchool - YouTube](#)
- View video [The Suicide Crisis Line: An Education in Listening | Dylan Gunaratne | TEDxCalStateLA - Bing video](#)