



POSITION: CRISIS HOTLINE ADVOCATE (3 pm – 11 pm shift)

IMMEDIATE SUPERVISER: Lead Crisis Hotline Advocate

HOURS: FULL TIME

JOB DESCRIPTION:

Position Summary: Assist in carrying out the mission and goals of Fort Bend Women's Center by providing high quality emotional support, crisis intervention, information, and referrals to survivors of intimate partner violence and sexual assault, as well as working closely with social service providers, medical personnel, law enforcement, and other professionals.

POSITION REQUIREMENTS:

- Bachelor's degree in Social Work or related field.
- Minimum 2 years advocacy, counseling, or crisis intervention experience.
- Crisis hotline experience (as an employee or volunteer) a big plus!
- Strong organizational abilities and team participation skills.
- Ability to work well with a variety of people from diverse backgrounds.
- Excellent verbal and written communication skills.
- Ability to maintain confidentiality.
- Technology skills, including knowledge of Microsoft Office (particularly Excel).
- Must be able to work under highly stressful, crisis-oriented situations.
- Outstanding empathetic and listening skills.
- Ability to work nonjudgmentally, problem solve, and be proactive.

ESSENTIAL DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Model FBWC core values (SPIRIT): Service, Passion, Integrity, Respect, Innovation and Teamwork.
- Answer the crisis line promptly (within 4 rings and with the goal of zero missed calls), attentively, and in a compassionate and professional manner.
- Implement crisis intervention, safety planning, and danger assessments to survivors of intimate partner and sexual violence as needed.
- Provide intimate partner and sexual violence survivors with advocacy, information, referrals, and resources as appropriate.
- Receive, document, and appropriately resolve Lethality Assessment Program (LAP) calls.
- Receive calls from SANE nurses or other medical personnel and promptly dispatch the on-call Hospital Accompaniment Response Team (HART) staff member.

- Remotely screen visitors (with the goal of zero missed gate calls) for our Rio Bend campus to ensure that abusers do not enter the property.
- Respond 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.
- Effectively communicate to internal and external partners and promptly and accurately send service referrals.
- Promptly and attentively respond to hotline emails.
- Promptly and attentively assist survivors of intimate partner and sexual violence in finding temporary shelter, whether in our shelter or in another shelter.
- Schedule appointments for case managers and intake staff on our web-based scheduling system.
- Timely and accurate client data (within 24 hours) and timesheet entry (on-time every pay period).
- Consistently attend weekly hotline meetings.
- Maintain a level of comfort and ability around basic technology (Microsoft Office – particularly Excel, email, databases, e-signatures, live chat, video conferencing, etc.).
- Other tasks and projects as assigned

AGENCY COMPLIANCE:

- Adhere to the agency's confidentiality policies
- Report any suspicious activity or person
- Report any known or suspected child abuse to immediate supervisor
- Attend and participate in agency staff meetings and trainings
- Report to work on time as scheduled