



Position Overview

The Hotline Advocate is the immediate response to the Young Mothers INC hotline. They provide assistance to people in immediate crisis and/or danger. They must quickly assess callers' safety and provide immediate resources, support, information and appropriate referrals. They obtain pertinent information from callers and relay information to the on-call advocate and/or Crisis Services Director. The Hotline Advocate has an understanding of domestic violence, sexual assault, stalking and human trafficking.

Responsibilities

- Directly reports to the Volunteer Coordinator and/or Crisis Services Director
- **Work directly with clients**
 - Provide crisis and emergency support, information and referrals to clients and their families, with follow up support provided when appropriate.
 - Provide factual and unbiased information to clients regarding law enforcement, medical and legal procedures.
 - Provide advocacy services for clients and inform clients and their families of available community resources.
 - When appropriate, participate in family (resident) meetings and or lead resident activities that promote communication, age appropriate activities and positive role modeling.
- **Fulfill basic Hotline Advocate shift duties**
 - Provide on shift telephone report activity to the next shelter staff or Crisis Service Advocate by the next business day. Turn in written contact sheets at the end of each shift. Non-emergency follow-up contacts must be turned in written form before 5:00 p.m. on the last business day of the month.
 - Provide a welcoming environment to victims entering the shelter. Complete intakes and exit paperwork, when appropriate.
 - Maintain a clean, comfortable shelter.
 - When necessary, find a shift replacement if you are unable to perform your duties
- **Maintain shelter security**
 - Must comply with all SOS policies and procedures, ensuring that they do not engage in activities that jeopardize their own integrity or safety, the integrity or safety of a client, or the integrity of any SOS program.
 - Advocates must refrain from giving legal or medical advice to clients and refrain from representing themselves as psychological counselors.
- **Continued learning and training**
 - Attend all scheduled trainings and in-service sessions.
 - Attend monthly meetings.
- Other job related responsibilities not specified

Requirements

- An ability to work with a variety of people, especially those of different races, colors and socioeconomic backgrounds.
- An ability to respond calmly and empathetically in a crisis.
- Open to new experiences and individuals.
- Has the willingness to learn and accept feedback constructively and the willingness to adhere to agency policies, procedures and philosophies.