



Houston Area Women's Center

## **Hotline Case Advocate (Bilingual)**

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**Department:** Hotline Services

**FLSA Status:** Exempt **Work**

**Schedule:**

Sunday-Thursday 12:30a-8:30a

**Job Status:** Full Time

**Reports To:** Manager of Hotline Services

**Amount of Travel Required:** 50%

### **POSITION SUMMARY**

Coordinates on-going client cases and hotline coverage on Domestic Violence and Sexual Assault Hotlines. Provides leadership and training to trainees and volunteers.

### **DUTIES AND RESPONSIBILITIES**

- Attend to crisis calls on the Domestic and Sexual Assault Hotlines
- Maintains a highly visible presence in the hotline serving as primary contact on the hotline overnight.
- Respond to Hospital Accompaniment Requests during workdays between 12:30a-6:00a
- Conducts lethality assessments, help create safety plans and provide crisis intervention callers/clients.
- Conduct telephone assessment interviews and intake procedures.
- Provides oversight of crisis situations during shift.
- Case manages Hotline clients that require complex services.
- Communicates with HAWC programs and departments to facilitate client services  
Maintains current information on and acts as liaison with other area shelters.
- Provides intake, placement and case management to Safe Harbor clients as well as Safe Passage and Hotmeal Project.
- Prepares reports as assigned and required.

## **POSITION QUALIFICATIONS SKILLS & ABILITIES**

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**Education:** Bachelor's degree in social sciences, psychology, or related field

**Experience:**

- Minimum of 2 years of experience working in social services.
- Minimum of 2 years of experience working with people in crisis or experience working as a counselor.
- Skilled in crisis intervention.

**Computer Skills:** Experienced in Microsoft Office specifically Excel and Outlook.

**Language:** Fluency in speaking, reading and writing in English and Spanish .Strong verbal, writing and listening skills.

**Certificates & Licenses:**

- Current First Aid, CPR, and TB certificates
- Possess a valid Texas driver's license, reliable means of transportation

**Competencies**

- Accountability - Ability to make decisions, follow-up and take responsibility for the outcome of those decisions. Ability to open and close classrooms.
- Accuracy - Ability to perform work accurately and thoroughly.
- Detail Oriented - Ability to implement daily curriculum.
- Ethical - Ability to demonstrate conforming to a set of values and accepted standards.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Reliability - The trait of being dependable and trustworthy.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
  - Flexibility in schedule is needed for staff coverage, client issues, trainings, etc.
- Understanding of issues related to residential programs and sensitivity to cultural diversity.

- Ability to maintain confidentiality of clients' information as well as shelter location for the safety of clients and staff.
- Critical thinking skills are also needed to perform duties.

**Other Requirements:** Training

- Participate in hotline training and refresher courses as needed.
- Attend outside HAWC training sessions as needed.
- Attend mandatory Crisis Intervention training
- Complete Hotline and Hospital Observations training

Reports

- Prepare and Complete monthly and annual reports
- Review and revise all call records for accuracy and completion
- Input client records into Refer Net and SQL database

Administrative

- Initiates, retrieves, and/or responds to e-mail, voice mail, and written correspondence in a timely manner.
- Keeps current on latest research and issues on volunteerism, sexual violence, domestic violence, reporting requirements, technical developments and relevant topics through but not limited to articles, books, videos, conference, workshops, and meetings.
- Participates in staffing, supervisory, processing and consultation meetings as required or needed.
- Completes and turns in all necessary paperwork for payroll, leave requests and reimbursement in a timely manner.
- Provides other services in crisis and emergency situations as requested or required.
- Other duties as assigned. Should such duties become routine, the job will be reviewed and revised.

General Responsibilities

- Provide education and in-service training on HAWC services, domestic violence and sexual assault as needed.
- Assist with training for Direct Services volunteers.
- Attend training sessions as assigned.
- Attend staff meetings.
- Other duties as assigned. Should such duties become routine, the job description will be reviewed and revised.

### Skills and Knowledge

- Has knowledge of providing services to survivors of domestic and sexual violence from a feminist/oppression perspective that includes empowerment, power differentials and gender issues.
- Understands and maintains appropriate boundaries with clients.
- Understands and is empathetic towards survivors of domestic violence and sexual assault.
- Is skilled in crisis intervention counseling and case management with adults (and children on an as needed basis).
- Has knowledge of community resources for adults and children in crisis.

### **PHYSICAL DEMANDS**

- Ability to stand and walk around for extended periods of time is required. Employee will also need to need to squat or bend, reach outward or upward to effectively discharge job duties.
- Job incumbent must be able to lift/carry and/or push/pull up to 40 lbs.

### **WORK ENVIRONMENT:**

MISSION OF THE HOUSTON AREA WOMEN'S CENTER: The Houston Area Women's Center helps individuals affected by domestic and sexual violence in their efforts to move their lives forward. We provide shelter, counseling and advocacy to support them in building lives free from the effects of violence. We seek social change to end domestic and sexual violence through community awareness and education. Our services are confidential and available to everyone.

The primary work location for the incumbent in this position is at the agency's shelter location.

### **ESSENTIAL FUNCTION STATEMENT:**

The Houston Area Women's Center has reviewed this job description to ensure that essential functions are included with the duties and responsibilities. To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

### **REVIEW AND APPROVAL:**

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the agency reserves

the right to change this job description and/or assign tasks for the employee to perform, as the agency may deem appropriate.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

REV 03/2017