



New Beginnings empowers survivors and mobilizes community awareness and action to end domestic violence.

Job Announcement

DOMESTIC VIOLENCE HELPLINE ADVOCATE

Domestic violence survivors and people of color strongly encouraged to apply

RESPONSIBILITIES: Provides culturally competent and trauma informed support, information and referrals to callers during evening, overnight, weekend and holiday hours on New Beginnings' 24-hour Helpline. Helpline calls are answered from home or other private location.

REPORTS TO: Community Advocacy Program Manager
with support from the Community Advocacy Program Lead/Helpline Coordinator

HOURS: **Shifts:**
32 hours per week (4 eight-hour shifts)
Varying shift times: Swing = 5pm to 1am; Sunrise = 1 am to 9 am

COMPENSATION: **Minimum wage during non-phone call hours**
\$11.00 per hour for positions with benefits
\$13.00 per hour for positions without benefits
Shift differential when on a phone call
\$16.00 per hour while answering calls
Benefits
Medical, dental, vision benefits, and life insurance available for positions hired at 20 hours or more per week. Monthly paid trainings and paid time off available for all positions. All positions are non-exempt.

RESPONSIBILITIES

Supportive Services

- Provides emotional support, safety planning, information, and community referrals to survivors and other community members who call New Beginnings' Helpline.
- Assists with triaging callers for agency housing services.
- Incorporates trauma informed best practices into support of survivors.
- Coordinates interpreter or ASL services for non-English speaking or hearing impaired callers.
- Debriefs calls and informs relevant CAP staff about developments on Helpline as needed.
- Ensures shift coverage when taking leave, and provides shift coverage for colleagues as needed and available.
- Other duties as assigned.

Data Integrity

- Enters consistently complete, accurate and appropriate participant and service data into the agency database.
- Responds to meet data needs identified by the Program Manager or data staff.

Professional Development

- Participates in agency in-service trainings as available.
- Documents trainings and self-study to ensure compliance with Washington Administrative Code training requirements for domestic violence advocates.

QUALIFICATIONS

- Commitment to the mission of New Beginnings and to the needs to domestic violence survivors.
- At least one year of experience providing survivor-centered advocacy and/or crisis line coverage. Experience in non-domestic violence agency settings will be considered.
- Knowledge about the dynamics of domestic violence and the impact of trauma on survivors and their children.
- Ability to support diverse callers in a welcoming, supportive, culturally competent manner.
- Ability to answer calls in a private, uninterrupted setting from home.
- Ability to maintain participant confidentiality, and the confidentiality of New Beginnings' data.
- Strong attention to detail and follow through.
- Access to home internet service a plus. *
- Ability to engage in constructive self-care activities to manage secondary trauma.
- Proficient with Microsoft Office applications.
- Fluency in Spanish, African or Asian languages a plus.

*Helpline Advocates will be provided an agency laptop for researching resources and entering caller data, and a cell phone for the exclusive purpose of receiving Helpline calls. Mobile hotspots will be provided for Advocates without home internet service.

Send resume and cover letter detailing experience to info@newbegin.org. Open until filled. Additional agency information available at www.newbegin.org.

PO Box 75125 Seattle, WA 98175 **P** (206) 783-4520 **F** (206) 706-0291 **E** info@newbegin.org www.newbegin.org