



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

Job Description

DOMESTIC VIOLENCE HELPLINE RELIEF ADVOCATE (off-site)

New Beginnings strives to build a meaningful, welcoming and equitable workplace, inclusive of diverse voices, experiences and perspectives. New Beginnings is an equal opportunity employer. Survivors, people of color and LGBTQ people 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 Director, with support from the Community Advocacy Program Lead/Helpline Coordinator

COMPENSATION: **Wage during hours on-call:** \$15.00 per hour
Wage when on a phone call: \$16.00 per hour

RESPONSIBILITIES

Supportive Services

- Provides emotional support, safety planning, information, and community referrals to survivors and other community members who call New Beginnings' Helpline.
- 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 coverage is in place for shift when taking leave and also provides shift coverage for colleagues as needed.
- Other duties as assigned.
- Ensures services provided reflect and contribute to agency efforts to promote equity and social justice.

Data Integrity

- Enters complete and accurate participant and service data into the agency database at the end of each shift.
- Responds to meet data needs identified by the Program Manager or data staff.

Professional Development

- Participates in agency in-service trainings as available.
- Documents all 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 of domestic violence survivors.
- Willingness to learn about and promote equity and social justice within and outside of New Beginnings.
- 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.
- Ability to work independently.
- Strong attention to detail and follow through.
- 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 are provided an agency laptop for researching resources and entering caller data, and a cell phone for the exclusive purpose of receiving Helpline calls.*