



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

## **Job Announcement**

### **HELPLINE LEAD ADVOCATE**

***During the COVID pandemic, Helpline operations will be launched remotely; ideal applicants will have a private, quiet space at home in which to respond to Helpline callers. Helpline operations will be based in Renton, WA once it is safe for staff to work onsite.***

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, Black, Indigenous, people of color, and LGBTQIA+ people strongly encouraged to apply.

**RESPONSIBILITIES:** Mentors Helpline Advocates to ensure high quality support and advocacy for survivors and community members on a 24-hour Helpline. Provides advocacy-based online and phone counseling and ensures consistent response to callers. Learn and integrate a trauma-informed, client-centered approach, using an anti-oppression lens into the work with callers, people that support them, and the broader community.

**REPORTS TO:** Centralized Helpline Assistant Director

**HOURS:** 40 hours/week; Monday – Friday, noon – 8 pm

**COMPENSATION:** \$25/hour; medical, dental & vision benefits; monthly paid trainings; training allowance; paid leave; life insurance; retirement contribution. This is a Non-Exempt position.

#### **WORK DUTIES/ROLE:**

##### **Staff Support**

- Provides peer leadership and support to staff and volunteers by debriefing calls, staying informed of new resources in the community, and sharing information at staff meetings and through other methods of staff communication.
- Coordinates with the Assistant Program Director to ensure that Helpline is fully staffed and that quality services are provided at all times.
- Participates in the coordination of training for new Helpline staff and volunteers.
- Helps ensure that services embody anti-oppression principles and promote equity for BIPOC and LGBTQ survivors, and survivors from other traditionally marginalized communities.
- Responds to survivor emails that come in via the website.

##### **Supportive Services**

- Staffs a dedicated Help Line schedule, providing domestic violence information, crisis intervention and emotional support, safety planning, risk assessment, initial screening for emergency shelter and other housing services, and resource coordination to callers and community members who reach out to the Helpline via phone call or chat.
- Explores additional service needs of callers and facilitates appropriate referrals to relevant gender-based violence and other organizations.
- Provides information and support to friends, family, employers, human service and medical professionals seeking to support domestic violence survivors.
- Supports callers who have experienced sexual violence or commercial sexual exploitation and refers them to relevant agencies as needed.
- Incorporates survivor-centered, trauma informed and culturally responsive best practices into supportive services.
- Provides healthy relationships information to callers seeking to prevent domestic violence.

- If bi or multi-lingual, provides support in non-English languages to phone and chat callers as needed.
- Coordinates interpreter services for Helpline callers as needed.

#### **Data Entry**

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

#### **Community Networking**

- Maintains extensive knowledge of community resources for the benefit of survivors.
- Maintains positive working relationships with other domestic violence and service agencies in the community.

#### **Resource Development**

- Provides program information and stories as needed by the development team to build donor support and pursue funding opportunities.

#### **Team-Work and Professional Development**

- Actively contributes to a positive team environment to ensure the collaboration needed for provision of high- quality services to survivors.
- Participates in all staff meetings, Helpline team meetings, agency retreats, and other activities as required.
- Attends and documents trainings to ensure compliance with Washington Administrative Code training requirements for domestic violence advocates.

#### **Other**

- Assists with administrative or other tasks as requested by the Program Director, exhibiting flexibility and responsiveness to unanticipated needs.

#### **QUALIFICATIONS:**

- Commitment to the mission of New Beginnings and to the needs to domestic violence survivors.
- Willingness to learn about and promote equity and social justice within and outside of New Beginnings.
- Knowledge of the dynamics of domestic violence and the impact of trauma on survivors and their children. Experience with domestic violence and survivor-centered advocacy. Related experience in non-domestic violence agency settings will be considered.
- Demonstrated ability to work with diverse survivors in a welcoming, supportive, culturally responsive manner.
- English fluency is required; fluency in one or more of these additional languages is preferred: Spanish, Chinese, Vietnamese, Russian, Ukrainian, Amharic, Somali, Tigrinya, Punjabi, Hindi or other African, Asian and Middle Eastern languages.
- Knowledge of a wide range of community resources to meet variable survivor needs.
- Demonstrated ability to attend to detail and ensure follow through.
- Demonstrated ability to be flexible, handle crises and juggle multiple responsibilities in a fast-paced environment.
- Ability to maintain participant confidentiality.
- Ability to represent New Beginnings in a professional manner to community partners and the broader public.
- Ability to use supervision effectively to gain support and enhance performance.
- Ability to engage in constructive self-care activities to manage secondary trauma.
- Proficient with Microsoft Office applications.

**Email resume and cover letter detailing experience to [info@newbegin.org](mailto:info@newbegin.org). We value your lived experience.  
Open until filled. Additional agency information available at [www.newbegin.org](http://www.newbegin.org)**