



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

## **Job Announcement**

### **DVHOPELINE RELIEF ADVOCATE**

Join a diverse and vibrant community of activists working to end gender-based violence. **Domestic violence survivors, LGBTQ+ folx, and people of color and those with bilingual skills are strongly encouraged to apply.**

**Send resume and cover letter detailing your experience to [info@newbegin.org](mailto:info@newbegin.org).**

Open until filled. Additional agency information available at [www.newbegin.org](http://www.newbegin.org)

- RESPONSIBILITIES:** Provide culturally competent and trauma informed support, information, and referrals to callers on New Beginnings' 24-hour DVHopeline. DVHopeline calls must be taken from a private location in your home, the DVHopeline offices or other private location. Advocates will receive the necessary equipment and training to respond calls and chats and to enter data into the program database. Mobile hotspots will be provided for advocates without home internet service.
- REPORTS TO:** DVHopeline Director or Assistant Director
- HOURS/SHIFTS:** Varying times during the day, evenings, overnight, weekends and holidays.
- COMPENSATION:** \$21.00 per hour; Paid sick and safe leave via the Seattle's Paid Sick and Safe Time Ordinance.
- REQUIREMENT:** Must complete mandatory domestic violence advocacy training; must a minimum of two shifts per month in order to remain active.

#### **RESPONSIBILITIES**

##### **Supportive Services**

- Staff a domestic violence helpline providing information, crisis intervention and emotional support, safety planning, risk assessment, and initial screening for emergency shelter or other housing services.
- Offer resource coordination to callers and community members who reach out via phone or chat app.
- Explore additional service needs of callers and facilitate appropriate referrals to relevant gender-based violence and other organizations.
- Provide information and support to friends, family, employers, human service and medical professionals seeking to support domestic violence survivors.
- Support callers who have experienced sexual violence or sexual exploitation and refers them to relevant agencies as needed.
- Debrief calls with DVHopeline leadership staff and inform the Director and/or Assistant Director about developments as needed.
- Incorporate survivor-centered, trauma informed and culturally responsive best practices into supportive services.
- Provide information on healthy relationships to callers.

- If advocate is bilingual or multi-lingual, provides support in non-English languages to phone and those using the chat feature.
- Help ensure that services embody anti-oppression principles and promote equity for survivors from traditionally marginalized communities.
- Coordinate interpreter services for DVHopeline callers as needed.

### **Data Integrity**

- Enter complete, accurate and appropriate participant and service data into the agency database.
- Respond to data needs identified by the Program Director or Assistant Director.

### **Professional Development**

- Participates in agency in-service trainings when available.
- Document 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.
- A minimum of one year of experience providing survivor-centered advocacy and/or crisis line coverage, with domestic violence-specific experience preferred. Related experience in non-domestic violence agency settings will be considered.
- 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.
- Demonstrated ability to work with diverse survivors in a welcoming, supportive, culturally responsive manner.
- English fluency is required; fluency in one or more of the additional languages is preferred: Spanish, Chinese, Vietnamese, Russian, Ukrainian, Amharic, Somali, Tigrinya, Punjabi, Hindi, or other African, Asian, and Middle Eastern languages.
- Ability to research a wide range of community resources to meet survivors' 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.
- Access to home internet a plus.
- Ability to engage in wellness and self-care activities to manage secondary trauma.
- Proficient with Microsoft Office applications; typing at 50 wpm a plus.