



JOB DESCRIPTION

Job Title: NDVH/LIR Digital Advocate
FLSA Status: Part-Time/Non-exempt
(as funding allows)

Department: NDVH/LIR
Reports to: NDVH/LIR Digital Supervisor

Salary: \$10.41/hour

General Position Purpose Statement

The Digital Advocate is responsible for responding to incoming chats, texts and other digital contact on the NDVH/LIR website and social media.

The Digital Advocate will assist victims, advocates, service providers and the general public by providing crisis intervention, safety planning, referrals, and problem solving to all callers.

The Digital Advocate (Part-Time) is scheduled for a 24-hour week and may require occasional adjustments in work hours, including the need to work shifts that provide coverage of the NDVH/LIR 24 hours per day, 365 days per year.

The work schedule for the Digital Advocate position is:

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|-------------|-----------------------|
| 1) Mon/Tue: | 9:00 am – 4:00 pm |
| 2) Wed: | 9:00 am – 3:00 pm and |
| 3) Thu: | 9:00 am – 1:00 pm |

Schedule may be modified based on operational needs. This position requires a high level of empathy and sensitivity to all incoming inquiries.

Essential Responsibilities/Duties

- Provide crisis intervention, safety planning, education, advocacy and referrals to digital contacts, as appropriate.
- Collects demographic information on all chats, texts, and other digital contacts, enters chatter's needs and situations into digital contact application and documents referrals given to digital contacts;
- Refers unresolved problems between service providers and the NDVH/LIR callers to NDVH/LIR Digital Supervisor.
- Assist program administration in keeping the database system updated by reporting all changes to be made in service provider information.
- Participates in any NDVH/LIR evaluation efforts.
- Respond to digital contact's requests for domestic violence materials (i.e. Brochures, flyers, posters, handouts and other promotional materials).
- Assist in overall office administration and maintenance, including answering chats, texts and other digital contact and maintaining common areas as necessary.

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.

Minimum Knowledge, Skills, and Abilities Required

- A High School Diploma or equivalent is required; college degree in social work or related field preferred. Professional and/or personal experience may substitute for educational requirements.
- Six months experience in direct services to victims of domestic violence or similar human services program. Volunteer experience counts as work experience.
- Six months experience providing crisis intervention.
- Experience/familiarity with computers. Knowledge of Microsoft Office suite. Must be proficient in a PC/Mac environment. Be familiar with Google docs and sites.
- Ability to work shifts which will provide coverage of the NDVH/LIR service, 365 days per year, including weekends and holidays.
- Ability to attend required meetings (including, but not limited to, Program Team and Advocate Team meetings), which may be scheduled during hours outside of the Advocate's regular schedule.
- Ability to manage time and complete multiple activities within a time frame.
- Demonstrated ability to manage high stress situations.
- Ability to work as a team member, providing support and constructive feedback in interpersonal interaction.
- Have understanding of privacy and security issues around social media, smart phones and internet use.
- Demonstrates initiative and the ability to be flexible and creative.
- Demonstrated ability to manage high stress situations.
- Ability to respond with empathy and support to victims in crisis situations and with sensitivity and awareness to diverse cultural, ethnic and social backgrounds, values, attitudes and languages.
- Commitment to concept of local, community, volunteer-based delivery of human services by domestic violence shelters.
- Commitment to NDVH/LIR program philosophy.

The above statements are intended to describe the general nature and minimum level of work being performed. They are not intended to be construed as exhaustive of all duties, responsibilities and skills required for the position. The employee will be required to perform any other job-related duties as required by the job objectives, the president, vice president and mission and philosophy of NDVH/LIR. This description does not modify any employee's at-will-status and is not a contract for continued employment of any duration.

To Apply: Please visit www.thehotline.org/jobs and download an application and complete in its entirety. Please email the completed application along with a copy of your resume to mcontreras@ndvh.org or fax to 512.306.9887. **A resume without an application will not be accepted.**

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