



NATIONAL DOMESTIC VIOLENCE HOTLINE JOB DESCRIPTION

Job Title: LIR Relief Advocate
FLSA Status: Non-exempt (as funding allows)

Department: LIR
Reports to: Helpline Shift Leads

General Position Purpose Statement

The LIR Relief Advocate is a member of LoveisRespect and is supervised by the Helpline Shift Leads.

The LIR Relief Advocate is responsible for responding to incoming calls, chats and texts on the LIR website from victims, advocates, general public and service providers and provides crisis intervention, safety planning, referrals, information and problem solving to all callers.

Due to LIR's 24/7, 365 days per year operation, the LIR Relief Advocate will be required to work night, weekend, and holidays. This position requires a high level of empathy and sensitivity to all incoming inquiries.

Essential Responsibilities/Duties

- Serves as role model of work and behavior standards for LIR in and outside of the work place including social media profiles and blog.
- Accepts calls and chats from victims and/or the general public. Provides referrals to local services; provides information/education about domestic violence.
- Accepts calls and chats from service providers; networks with service providers; receives updated service directory information from service providers.
- Places out-going conference telephone calls to service providers to advocate for LIR callers' needs; refers unresolved problems between service providers and LIR callers to Helpline Shift Leads; documents contacts and results.
- Advocates shall maintain standards of conduct that are empowerment-based and nonjudgmental; Advocates shall respond to all calls and chats in a professional manner with a tone of calmness, sensitivity, empathy and non-judgment; Advocates shall respond to all calls and chats with accurate information; Advocates shall make effective and efficient use of time and information for each LIR call and chat session.
- Collects demographic information on all calls (including TTY calls), enters caller's needs and options discussed into computer program; documents referrals given to callers; maintains data entry records for worker activity codes.
- Respond to caller's requests for domestic violence materials (i.e. Brochures, flyers, posters, handouts and other promotional materials).

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.



Job Requirements and Responsibilities

- High school diploma or equivalent preferred. Professional and personal experience may substitute for educational requirements.
- Must work a minimum of 12 hours per month.
- Willingness to participate in extensive training program.
- Experience/familiarity with computers. Knowledge of Word for Windows and Access preferred.
- Ability to work shifts which will provide coverage for loveisrespect during operational hours 24/7 hours, 365 days per year including holidays.
- Ability to attend required meetings (including, but not limited to, Program Team and In-Service trainings), 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.
- Commitment to feminist and nonviolent perspective and behavior and willingness to work in such an environment.
- Demonstrates initiative and the ability to be flexible and creative.
- Ability to work with people from a variety of backgrounds and experiences.
- Ability to adjust work hours to requirements of the organization including occasional overtime as needed.
- 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 and teen dating abuse agencies.
- Commitment to LIR program philosophy.

Other Requirements/Working Conditions

- *Ability to read, write and converse in English, available to travel overnight occasionally and tolerate prolonged sitting or standing. Requires bending, stooping, lifting, and carrying objects up to 25 pounds, with or without accommodations and to effectively work long and at times odd hours while maintaining a sense of humor.*
- *Must have emotional and physical stamina to deal with a variety of stressful situations, including responses to complaints and internal and external interactions. Availability for local, state, national and international travel.*

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, and mission and philosophy of 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: Click on DOWNLOAD APPLICATION 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. PLEASE MAKE SURE TO INDICATE THE SHIFT YOU ARE INTERESTED IN ON THE APPLICATION.***