

POSITION: HOTLINE SPECIALIST (FULL-TIME)

PAY GRADE:2

SUMMARY

This position directs telephone crisis response and systems of support and referral for victims/survivors of domestic and/or sexual violence by answering the Greater Richmond Regional Hotline (GRRH). Establishes and maintains effective and efficient communication strategies to ensure superior client service. Establishes care and understanding by exercising the willingness to listen carefully to each caller.

DUTIES

Essential Functions: *(Essential functions may include, but are not limited to the functions listed below)*

- Answers and responds to the Greater Richmond Regional Hotline telephone calls.
- Provides services in a professional manner on behalf of all Five (5) collaborative partners participating in the Greater Richmond Regional Hotline.
- Documents all calls answered in accordance with YWCA policies and procedures; maintains accurate demographic and other statistical information according to YWCA policies and procedures, as well as in compliance with regulatory and funding sources.
- Provides information and referral services to domestic violence and sexual assault callers by answering the Hotline; documents all calls answered in accordance with YWCA policies and procedures; screens callers for appropriateness for shelter or support groups by assessing the extent of domestic violence, mental health, substance abuse, and homeless issues.
- Assists in processing new residents by completing Intake forms, reviewing shelter policies and procedures; helps residents identify resources for transportation to appointments, court, etc.; and completes exit forms and reviews follow-up services.
- Assists in providing tangible support to residents (cleaning supplies, food, linens, medication, etc.).
- Assists with managing day-to-day operations of the emergency safe housing program; including but not limited to: maintaining inventory of office supplies, household supplies, food, and forms; observing and reporting maintenance issues as reported by the residential clients.
- Attends YWCA and other community trainings that would increase knowledge and skills in providing effective services.

Other Functions:

- Performs other duties as assigned.

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

SUPERVISION

The position reports to the Crisis Response Services Manager and serves remotely at the YWCA Hotline Office. Hotline Specialists are not required to supervise others.

QUALIFICATIONS

Education and Experience:

- One year certificate from college or technical school; three to six months related experience and/or training; or equivalent combination of education and experience.

Skills/Requirements:

- Must have outstanding communication skills: using appropriate language (verbal and written).
- Must be able to articulate and demonstrate a clear understanding of domestic and sexual violence; dynamics and intervention.
- Ability to manage communal living environment and operations while maintaining empathic listening and compassionate response skills.
- Exemplifies excellence and ensures that performance reflects the philosophy of vision of the YWCA.
- Ability to maintain personal and professional boundaries with clients and represent the interests of the YWCA, its staff and programs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; as well as provide effective response while in a demanding situation.
- Detail oriented & strong organizational skills, with the capacity to develop and manage systems that ensure accurate and timely follow-up as well as documentation.
- Knowledge of computer and office equipment, including Microsoft Word and Outlook.
- Considerable knowledge of community resources and referral networks, and the capacity to identify and develop relationships with new sources and services as they become available.
- Successful completion of criminal background and drug testing.

Temporarily allowing Hotline staff to work from home.

Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.