

Part-time Hotline Specialist:

Job description:

This position is a hybrid position consisting of working in the office and working from home. The hours for this position are Monday through Friday 2PM-6PM (2-3 shifts/week). Must also be able to work between 6-18 hours on weekend shifts, evening shifts, or overnight shifts (these shifts are remote). This position requires the availability to work occasional hours between 6AM-6PM to cover current full time staffs PTO.

POSITION 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 EmpowerNet Hotline. 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 EmpowerNet Hotline telephone calls.
- Provides services in a professional manner on behalf of all six (6) collaborative partners participating in the EmpowerNet 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, case management, and/or counseling services by assessing the extent of domestic violence, mental health, substance abuse, and homeless issues.
- Attends YWCA and other community trainings that would increase knowledge and skills in providing effective services.
- Provide data entry support when needed, during low call volume.

Other Functions:

Performs other duties as assigned.

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

The position has no supervisory responsibilities of others. This position is currently a hybrid position working in the office and working from home. There is a mandatory 40 hours of in-person training, and ongoing agency and program training, along with mandatory in person staff meetings.

QUALIFICATIONS

Education and Experience:

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

Skills/Requirements:

- Must be able to work a minimum of 12 shifts per month.
- 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.
- 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.