

Job Title: Hotline Specialist			
Work Location: 6 N. 5 th Street Richmond, VA 23219/Remote			
Department: DVSA			
Reports To: Crisis Response Manager			
Work Environment: Traditional Office/Remote Environment			
Physical Demands: Work is performed in an office/remote environment and requires the ability to operate standard office equipment and keyboards.			
Pay Range: \$17.00-\$18.00			
Work Hours ☐ Full Time ☒ Part Time	Classification ☐ Exempt ☒ Non-Exempt	Staff Supervision ☐ Yes ☒ No	Travel Required ☐ Yes ☒ No

Position Summary:

This position is a hybrid position consisting of working in the office and working from home. The variable hours for this position are Monday through Friday 6AM - 6PM (3-4 6 hour shifts per week). Additional opportunities available for weekend shifts, evening shifts, or overnight shifts (these shifts are remote).

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.

Role & Responsibilities:

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

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- 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.

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 be able to work a minimum of 4 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 EmpowerNet.
- Ability to maintain personal and professional boundaries with clients and represent the interests of EmpowerNet, 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 credit checks.

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.

The YWCA Richmond provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Employee Name Printed

Employee Signature

Date

Manager Signature

Date