

# CVOEO Position Description

<b>Program</b>	Voices Against Violence
<b>Title</b>	After Hours Hotline Advocate
<b>Reports to</b>	Advocacy Coordinator
<b>Supervises</b>	None

## Job Summary

This position is responsible for responding to after hour hotline calls providing crisis intervention, support, advocacy and shelter requests. Advocate will carry a pager on weekly basis and be paid an hourly wage for hotline calls.

## Summary of Essential Job Functions

1. Maintain confidentiality in all survivor matters, direct interaction, written information, discussion, etc.
2. Provide support and advocacy to all those who seek services through the hotline.
3. Respond to requests for shelter if room is available. This includes meeting victims and bringing to shelter, conducting intakes and supporting them as they settle in.
4. Respond to any after hour shelter emergencies, issues or conflicts as deemed necessary and appropriate.
5. Partake in skill development opportunities.
6. Check in with other staff prior to after hour shifts for any needed information necessary for your shift.
7. Complete all necessary paperwork and return to office in a timely manner.
8. Contribute to the smooth management of the program and organization which may include assuming other duties as assigned.

## Minimum Requirements

- A Bachelor's Degree in a Human Service field, (Social Work, Counseling...) or a combination of education and experience from which comparable knowledge and skills have been acquired.
- A highly motivated and responsible individual with the ability to relate to a wide variety of people in a non-judgmental, positive and competent manner.
- Must demonstrate good organizational and crisis intervention skills.
- Excellent verbal and written communication skills a must; bilingual abilities are a plus.
- Must be willing to work within the philosophy of the program and agency.
- Will demonstrate an understanding of and commitment to the Mission and Guiding Principles of Voices Against Violence; a feminist, empowerment, and survivor defined model; team-based approach;
- Confidentiality for program guests;
- Provide and receive appropriate feedback, address and manage conflict and maintain professionalism;

- Treat others with dignity and respect regardless of differences based on race, ethnicity, sexual orientation, gender, religion, culture, class or age.
- Valid driver’s license, clean driving record, access to private transportation, and willingness and ability to travel.
- Willingness to work evenings and weekends.
- Ability to uphold safety standards

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

HR use only			
<b>Union Status</b>	Non-Union	<b>Pay Range</b>	
<b>FLSA Status</b>	Non-Exempt	<b>Last Reviewed/Revised</b>	June 2019

**Physical Demands:**

The physical demands described here are representative of those that an individual must meet in order to successfully perform the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with disabilities to perform these functions.

In an 8 hour workday, this job requires:

N = Never (0 hours per day)

R = Rarely (less than 1/2 hours per day)

O = Occasionally (1/2 to 2.5 hours per day)

F = Frequently (2.5 to 5.5 hours per day)

C = Continually (5.5 to 8 hours per day)

**Lifting/Carrying (Amount of force exerted to lift and/or carry)**

1 – 10 lbs. (circle one):	N	R	<b>O</b>	F	C
11 – 20 lbs. (circle one):	N	R	<b>O</b>	F	C
21 – 35 lbs. (circle one):	N	<b>R</b>	O	F	C
36 – 50 lbs. (circle one):	N	<b>R</b>	O	F	C
51 – 75 lbs. (circle one):	<b>N</b>	R	O	F	C
76 – 100 lbs. (circle one):	<b>N</b>	R	O	F	C

**Pushing/Pulling (Amount of force exerted to push and/or pull)**

1 – 10 lbs. (circle one):	N	R	<b>O</b>	F	C
11 – 20 lbs. (circle one):	N	R	<b>O</b>	F	C
21 – 35 lbs. (circle one):	N	<b>R</b>	O	F	C
36 – 50 lbs. (circle one):	N	<b>R</b>	O	F	C
51 – 75 lbs. (circle one):	<b>N</b>	R	O	F	C
76 – 100 lbs. (circle one):	<b>N</b>	R	O	F	C

**Postures/Movements**

Sitting (circle one):	N	R	O	<b>F</b>	C
Standing (circle one):	N	R	O	<b>F</b>	C
Walking (circle one):	N	R	O	<b>F</b>	C
Stooping, kneeling, crouching (circle one):	N	R	<b>O</b>	F	C
Reaching and/or grasping (circle one):	N	R	<b>O</b>	F	C
Hand/finger dexterity (circle one):	N	R	O	<b>F</b>	C
Climbing and/or balancing (circle one):	N	R	<b>O</b>	F	C
Carrying, pushing and/or pulling (circle one):	N	R	<b>O</b>	F	C

**Cognitive/Sensitive**

Talking (circle one):	N	R	O	F	<b>C</b>
Hearing (circle one):	N	R	O	F	<b>C</b>
Sight (acuity) (circle one):	N	R	O	F	<b>C</b>
Touch (circle one):	N	R	O	F	<b>C</b>
Smelling/tasting (circle one):	N	R	<b>O</b>	F	C

**Occupational Aspects/ Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with disabilities to perform these functions.

Working Inside (circle one):	N	R	<input checked="" type="radio"/>	F	C
Working Outside (circle one):	N	R	<input type="radio"/>	F	C
Changing Temperatures (circle one):	N	<input checked="" type="radio"/>	O	F	C
Wet/Humid Conditions (circle one):	N	<input checked="" type="radio"/>	O	F	C
Confined Spaces (circle one):	N	R	<input type="radio"/>	F	C
Use of computer (circle one):	N	R	O	F	<input checked="" type="radio"/>
Weekend/evening (circle one):	N	R	<input type="radio"/>	F	C
Areas of dust, odors, mold (circle one):	N	<input checked="" type="radio"/>	O	F	C
Mechanical, electrical hazards (circle one):	N	<input checked="" type="radio"/>	O	F	C
A flexible work schedule (circle one):	N	R	O	<input checked="" type="radio"/>	C
Fast paced and deadline oriented (circle one):	N	R	O	<input checked="" type="radio"/>	C
Warehouse environment, may be noisy (circle one):	<input checked="" type="radio"/>	R	O	F	C
Collaborating and working with others (circle one):	N	R	O	F	<input checked="" type="radio"/>
Travel time, with occasional overnight stays (circle one):	N	R	<input type="radio"/>	F	C
Work independently and with minimal supervision (circle one):	N	R	O	F	<input checked="" type="radio"/>

**Other Aspects**

Infectious Agents (circle one):	N	<input checked="" type="radio"/>	O	F	C
Chemicals (circle one):	N	<input checked="" type="radio"/>	O	F	C

**Employees must support C.V.O.E.O.’s mission consistently while performing their duties and while assisting C.V.O.E.O. in achieving the strategies and outcomes of our strategic plan. They must fulfill their individual responsibility to communicate suggestions, ideas, improvements and other constructive feedback to management. Additionally, every employee is responsible for following the guidelines set forth in the Employee Handbook,**

*The above is intended to describe the general content of, and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.*

*This job description reflects C.V.O.E.O.’s best effort to describe the essential functions and qualifications of the position described. This is not intended to be a contract for employment and either you or the employer may terminate employment at any time, for any reason. Your signature indicates that you have read this job description and understand the essential functions and essential qualifications of the position. You will be evaluated, in part, based upon your performance of the tasks listed in this job description.*

Employee Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_