

**SOUTH SUBURBAN FAMILY SHELTER
Job Description**

Title: Bilingual Hotline and Shelter Advocate	Department: Hotline and Emergency Services
Type: Full-Time	Reports To: Hotline and Emergency Services Manager
Classification: Non-exempt	Supervises: N/A

Job Summary:

The Bilingual Hotline and Shelter Advocate is a member of the South Suburban Family Shelter Hotline and Emergency Services department. The Bilingual Hotline and Shelter Advocate works collaboratively with the other program employees as well as with other agency programs. This position's work responsibilities focus on providing support and guidance to victims seeking safety and services in a variety of ways. The Bilingual Hotline and Shelter Advocate is most often the first point of contact for domestic violence victims seeking services. Information is gathered and screenings are completed to determine appropriate services. The Bilingual Hotline and Shelter Advocate also has many administrative duties to ensure program efficiency, maintenance of databases, and assisting with the functionality of daily operations.

The ideal candidate for this position is self-motivated, organized, detail oriented and able to carry out tasks in a timely manner. They are friendly, positive and a team player. It is preferred that this individual have experience in social services. They must be able to assess the immediate needs of potential clients. They must have the ability to demonstrate empathetic, non-judgmental attitudes towards people impacted by domestic violence. The individual in this position will be required to take initiative and work independently. The ideal candidate is flexible and able to handle multiple demands as this position includes a wide variety of duties including telephonic screenings and crisis intervention, database and record keeping, and collaborating with other agency programs.

Duties and Responsibilities

- Complete 40-Hour Domestic Violence Training.
- Obtain CDVP Certification within one year and maintain certification.
- Comply with the Hotline and Emergency Services Program Manual.
- Be available for calls at all times during assigned shifts.
- Receive and respond to calls from DV survivors and others seeking support and assistance.
- Provide callers with safety planning, emotional support, and referrals.
- Educates DV survivors on rights and remedies available under the Illinois Domestic Violence Act.
- Screen for and provide referrals for non-DV services.
- Screen for, approve, and arrange emergency shelter and transportation for at-risk DV victims.
- Meet with client in SSFS Emergency shelter for case management as needed.
- Cross train for Counseling Intake Specialist duties including counseling intakes and assessments.
- Participate in team processes to ensure hotline coverage 24 hours a day, 365 days a year.
- Screen all hotline client intakes for prior agency contact.
- Prepare monthly Hotline and Emergency Services program report, hotline data report, and maintain related databases.
- Update and maintain program resource referral list.

- Prepare statistical reports from InfoNet as assigned.
- Translates hotline and crisis Intervention materials for Spanish speaking community.
- Meet with Program Manager for supervision.
- Complete and submit client case documentation to Program Manager by established deadlines.
- Complete and submit employee timesheets to Program Manager by established deadlines.
- Participate in and represent SSFS at various networking committees as assigned.
- Attend all required program meetings.
- Attend mandatory SSFS All-Staff meetings.
- Work with other staff to maintain open communication and develop a team approach.
- All other duties as assigned.

Qualifications

- Bachelor's Degree in Counseling, Social Work, or related field preferred
- Bilingual in English and Spanish required
- Previous experience in domestic violence services or advocacy preferred
- Well versed in domestic violence dynamics and its effects on children
- Working knowledge of federal, state and local resources that support the goals for the project
- Excellent written and verbal communication skills and interpersonal skills
- Detail-oriented
- Ability to apply critical thinking
- Ability to work independently and as a team member
- Strong problem solving skills
- Strong organizational and time management skills
- Some evenings and weekend hours required at times; flexibility in scheduling a must
- Must have reliable transportation, proof of insurance, and valid driver's license
- Must be able to operate general office equipment and be familiar with Microsoft Office
- Ability to stand/walk for periods of time and lift up to 25lbs
- Ability to handle sensitive information in a confidential manner required
- Ability to adhere to and demonstrate the values of SSFS

Compensation and Benefits

The compensation for the position is \$16.50/hour for 40 hours/week. SSFS offers benefits including holidays; PTO; medical and dental insurance; short-term and long-term disability; and the ability to contribute to a 403(b) plan. This position is also eligible for Aflac benefits such as telemedicine, dental, vision, short-term disability, etc.

If you are interested in applying for the position, please email your cover letter and resume to careers@ssfs1.org.

SSFS is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, protected veteran status, or any other categories protected by law.

For more information about South Suburban Family Shelter, please visit our website at www.ssfs1.org.