



A L L I A N C E

AGAINST FAMILY VIOLENCE AND SEXUAL ASSAULT

STRENGTHENING OUR COMMUNITY ONE STEP AT A TIME

24 Hour Shelter Hotline –Part Time

Responsible to: *Shelter Services Supervisor*

Employment Classification: *Non-exempt, Part-Time*

Department: *Shelter*

Fundamental Objectives: *Hotline intervention and overnight shelter monitoring*

Level of Supervision Required: *Moderate To Minimal*

Hours: *Weekends*

Minimum Qualifications:

- AA Degree or minimum one year experience in domestic violence and/or sexual assault or other related field or equivalent years experience.
- Ability to communicate effectively in person, writing and via telephone.
- Good knowledge of spelling, grammar and punctuation.
- Ability to attend meetings and trainings within agency.
- Record keeping skills.
- Ability to work with people from a wide variety of ethnic, racial, socio-economic and religious backgrounds.
- Must have intermediate to minimal computer skills.

Essential Job Duties and Responsibilities:

- Responsible for answering hotline at shelter location and making appropriate referrals.
- Responsible for safe and professional oversight of shelter facility during daytime hours.
- Responsible for documenting daily client activities.
- Assist case managers with shelter referral follow-ups.
- Data entry of statistical information.
- Client record maintenance.
- Clean up, minor repair and housekeeping tasks.
- Other duties and responsibilities as assigned by Shelter Services Manager.

Essential Position Requirements:

- Must be detail oriented and able to accurately in timely manner complete assigned tasks.
- Must be able to deal assertively and effectively under stressful situations.
- Must be flexible and able to handle crisis interruptions and function in crisis situations.
- Must be willing to complete agency's staff training.
- Must be able to work with clients, co-workers, community members and other professional from a wide variety of racial, ethnic socio-economic, religious and abilities/disabilities in caring, non-judgmental and professional manner, frequently under trying conditions.

- Must be free from domestic violence or sexual assault issues.
- Must be able to communicate effectively in Spanish and English.
- Must be able to advocate to other agencies on clients behalf.

Essential Physical Requirements:

- Must be able to recognize and respond quickly in crisis situations.
- Must be able to lift 50lbs.
- Must be able to sit or stand to perform clerical duties.
- Must be able to climb steps for inspections, maintenance duties, and or receptionist duties.