



JOB DESCRIPTION

*Bilingual Crisis Line and Direct Services Advocate
35 hours per week*

NELCWIT is the domestic violence and rape crisis center for Franklin County and the North Quabbin region. The Bilingual Crisis Line and Direct Services Advocate is a member of NELCWIT's counseling and advocacy team based in Greenfield and provides support and advocacy services to people who have experienced domestic and/or sexual violence. This position is scheduled for 35 hours per week and reports to the Director of Counseling.

Primary Responsibilities:

1. Provide counseling and advocacy on NELCWIT's 24-hour crisis line for survivors of domestic and dating violence, sexual assault, and stalking.
2. Provide crisis counseling and support for survivors of domestic and dating violence, sexual assault, and stalking who walk in for crisis intervention without appointments.
3. Develop individualized plans for supporting clients, including safety planning, counseling and advocacy, and providing information and referrals for on-going services.
4. Provide medical advocacy for sexual assault survivors as needed during scheduled shifts.
5. Check in with overnight hotline advocate each morning and offer follow-up services, if requested, to overnight callers.
6. Collaborate with NELCWIT staff members, police, hospital staff, and court personnel during daytime hours to assist sexual and domestic violence survivors with emergency needs.
7. Attend meetings and trainings in accordance with the grant funding requirements.
8. Complete all paperwork in a timely manner, including case records and other data required by agency, including database data entry.
9. When not providing direct client services, develop and update materials and work on projects, and initiatives that improve or enhance the quality of services for survivors.
10. Perform outreach in the Franklin County and North Quabbin region to inform the community about NELCWIT's services.
11. Attend collaborative meetings and taskforces and develop relationships with other related professional or community partners to enhance services for survivors.

Other Responsibilities:

1. Attend weekly clinical supervision and weekly group supervision meetings.
2. Attend monthly staff meetings, in-service trainings, and anti-racism meetings.
3. Provide emergency coverage for daytime hotline when necessary.
4. All other job responsibilities consistent with job description and designated by supervisor.

Skills required:

- English/Spanish bilingual required
- Computer literacy and willingness to learn and use data entry programs for data collection.
- Knowledge of Franklin County and North Quabbin area and resources
- Valid Driver's License and access to reliable transportation.

The policies of NELCWIT prohibit any form of discrimination on the basis of race, color, religion, creed, sex, gender, gender identity or gender expression, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, genetic information, and any other class of individuals protected from discrimination under state or federal law with respect to



Qualifications:

- Comprehensive understanding of survivor trauma and the dynamics of domestic violence and sexual assault, dating violence, and stalking.
- Rape Crisis Training, or ability to take 50-hour rape-crisis training. Training time is paid.
- Associates degree and/or relevant work/life experience related to domestic and sexual violence preferred.
- Demonstrated knowledge about empowerment advocacy and system change.
- Ability to model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and the community and maintain confidentiality.
- Ability to handle work related stress and crisis associated to client service delivery in a calm, professional and composed manner.
- Commitment to ending violence and promoting social change by actively fighting racism, classism, homophobia, ableism, ageism, and all other oppression.
- Willingness to learn about and actively use multicultural awareness and understanding in daily work.

Rate of Pay:

Starting salary \$15/hour. Benefits are consistent with union contract, including health, dental and 403(b) retirement savings account.

NELCWIT is an equal opportunity provider and employer. People of diverse backgrounds encouraged to apply. AA/EOE/ADA.

Funding source: 35 hours, DPH Rape Crisis Center contract. Funding is secured through June 30, 2019 with the possibility of continued funding.

NELCWIT accepts applications by email (preferred) or mail. Please send a cover letter and resumé outlining your qualifications to:

Email: jobs@nelcwit.org

—or—

NELCWIT

Bilingual Crisis Line Advocate Hiring Committee
PO Box 520
Greenfield, MA 01302

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