



JOB DESCRIPTION

Crisis-line/Direct Service and Overnight Crisis-line/Medical Advocacy Relief Staff

Our Crisis line/Direct Service Relief Staff and Overnight Crisis line/Medical Advocacy staff are called **as needed** when regularly scheduled staff are unable to cover their shifts. NELCWIT's crisis line is answered 24 hours a day, 7 days a week.

Shifts include: *Daytime Shifts*, Monday-Thursday 9am-6pm and Friday 9am-4pm, at our Greenfield office; *Weekday Evenings and Overnight Shifts*, Monday-Thursday 6pm-9am, from home; *Weekend and Holiday Shifts*, Friday 4pm-9am and Saturday, Sunday, Holidays 9am-9am, from home. All at-home shifts use a NELCWIT cell phone to respond to calls. You may indicate in your application if you are interested in specific types of shifts or would like to be considered for all.

Responsibilities:

For office shifts:

1. Answer crisis hotline; provide support, information, and referrals regarding NELCWIT programs and community services.
2. Meet with walk-in clients (i.e. people who come without appointments); provide support, information, and referrals regarding NELCWIT programs and community services.
3. Provide follow-up information to clients.
4. Provide medical advocacy at Greenfield and Athol hospitals for victims of sexual assault.
5. Complete and turn in paperwork daily.
6. Additional tasks as assigned by supervisor.

For at home/cell-phone shifts (Evening, Overnight, Weekend and some Holidays):

1. Answer crisis hotline; provide support, information, and referrals regarding NELCWIT programs and community services.
2. Provide follow-up information.
3. Provide medical advocacy at Greenfield and Athol hospitals for victims of sexual assault.
4. Complete and turn in paperwork by the end of the month.
5. For at home/cell-phone shifts (Evening, Overnight, Weekend and some Holidays):
 - must be able to stay within 1 hour of Greenfield/Athol hospitals, and have reliable transportation
 - must be able to answer calls in a quiet space where you can maintain confidentiality and will not be interrupted

- must be located in an area with clear and consistent cell phone service/reception for the duration of each shift
- must have access to own phone and/or internet source as backup in case of agency equipment failures

Skills required:

- Thorough understanding of the dynamics of domestic and sexual violence
- Ability to engage in safety planning with victims and assess a caller's level of danger
- Basic computer literacy
- Knowledge of Franklin County and North Quabbin area and resources
- English/Spanish bilingual a strong plus

Qualifications:

- Ability to take 50-hour rape-crisis training. (Training time is paid.)
- Associate's degree in relevant discipline and/or equivalent life and work experience.
- Ability to model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and community.
- Excellent understanding of issues regarding gender-based violence and oppression.
- 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:

- Base pay for Weekday Evening & Overnight Shifts is \$31.13/shift, Weekend Shifts is \$51.88/shift, Holidays Shifts is \$77.81/shift; plus an additional hourly rate of \$15 when actively working (on crisis-hotline calls, responding to medical advocacy visits, completing paperwork, etc.). Daytime Shifts in the office are paid at \$15/hour.

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

Email: jobs@nelcwit.org

--or--

NELCWIT

Attn: Crisis Line Relief Staff Hiring Committee

PO Box 520

Greenfield, MA 01302

NELCWIT does not discriminate 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, or identification with any other class of individuals protected from discrimination under state or federal law with respect to employment, volunteer participation, and the provisions of services.

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

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