



**AFSSA**  
ASIAN FAMILY SUPPORT SERVICES OF AUSTIN

## **Hotline Advocate**

### **Position Summary:**

Started in 1992, Asian Family Support Services of Austin is a non-profit organization that exists to break the cycle of violence in Asian and immigrant communities through Education, Advocacy, and Empowerment. AFSSA empowers Asian survivors of domestic violence and sexual violence, improves their access to services, and increases community awareness of various forms of gender-based violence and oppression.

AFSSA is guided by its core values: Prevention, Advocacy, Responsiveness, and Transformation.

AFSSA is committed to providing the highest quality, client-centered and strength-based services.

This position will directly report to the *Manager of Domestic and Sexual Violence Services*.

### **Essential Job Functions:**

- Answer the agency helpline and assist caller in identifying safety and immediate needs
- Provide trauma-informed crisis intervention, safety planning, support, information and referrals
- Assist clients in accessing available shelter space at partner shelter organizations
- Coordinate intake for agency services with the Manager of Domestic and Sexual Violence Services and/or other Direct Services staff
- Manage to ensure continuum of supportive services for client to daytime Direct Service staff
- Maintain expert knowledge of community resources
- Document caller demographic information and enter data into client database; maintain statistical and data entry logs and ensure all logs are complete and up-to-date
- Assist in evaluation of the helpline
- Communicate with third party interpreters and clients simultaneously
- Attend various agency meetings as required, including staff and direct service meetings
- Adhere to all agency protocols and policies
- Perform other duties as assigned

### **Requirements:**

- MUST have either weekday evening or weekend morning/evening availability
- Bachelor's degree in Social Work, Counseling other related field and one year of field related experience OR equivalent combination of education and experience
- Active listening, peer counseling, and facilitation skills
- Strong preference for candidates who are bilingual in an Asian language
- Strong oral and written communication skills and positive interpersonal relationship skills
- Knowledge of sexual assault and/or domestic violence issues and their impact on individuals and families
- Must submit to and successfully complete a background investigation
- Proficiency in Microsoft Office Suite and internet research
- Ability to work independently and as part of a team
- Ability to prioritize and handle multiple tasks effectively



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- Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
- Knowledge of issues related to immigrants and community resources
- Research and organization skills, problem solving skills, creativity, and flexibility
- Excellent written and oral communication skills

**Specifications:**

- This position is grant dependent
- On-call stipend when active on helpline or in office
- Valid U.S. work permit

Please complete the application at [this link](#).

For more information, visit [www.afssaustin.org](http://www.afssaustin.org).

For questions, email [info@afssaustin.org](mailto:info@afssaustin.org) - **No phone inquiries.**

*AFSSA is an equal opportunity employer and does not discriminate on the basis of age, sex, race, language, ethnicity, religion, national origin, gender, gender expression, gender identity, marital status, sexual orientation, or status as a veteran with a disability.*