



AFSSA
ASIAN FAMILY
SUPPORT SERVICES
OF AUSTIN

Hotline Advocate (2022)

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About AFSSA:

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.

Position Summary:

The Hotline advocate answers incoming calls from AFSSA's 24/7/365 crisis hotline for Asian and Immigrant survivors of violence.

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

Essential Job Functions:

- Answer the agency hotline 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

SPECIFICATIONS:

- **FLSA Status:** Part-Time, Non-exempt
 - **Compensation:** Hourly Hotline Stipend
 - **Hours:** Evenings and weekends
 - **Required:** Valid U.S. work permit
 - **Note:** This position is subject to grant funding
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