

# Hotline Advocate

## **ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)**

AFSSA is a non-profit organization located in Austin, Texas with a staff of thirty-seven professionals who are passionate about breaking the cycle of violence in Asian communities. Through education, advocacy, and self-advocacy, we empower Asian survivors of sexual violence, domestic violence, and human trafficking by improving their access to services, and increasing the community's awareness of the various forms of gender-based violence and oppression.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to our employees. AFSSA demonstrates a level of care for our employees that includes competitive compensation, generous PTO, and comprehensive benefits. Time-off includes up to: 208 hours of paid time off; 40 hours of Floating Holidays; 48 hours of Official Holidays; and Comp time. AFSSA also offers a 401k retirement program with an employer match.

***Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strength-based survivor and community services in Central Texas.***

## **POSITION SUMMARY:**

The Hotline advocate answers incoming calls from AFSSA's 24/7/365 crisis hotline for Asian survivors of violence. This position will directly report to the Manager of 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 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:** \$30 per shift. \$20 per hour for actual time on calls
- **Hours:** Evenings and weekends
- **Required:** Valid U.S. work permit

- **Note:** This position is subject to grant funding

***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.***

**POSTING SCRIPT:**

Salary:

FLSA Status: Non-Exempt

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