



**Posting Date:** November 1, 2024

**Position Title:** Bilingual Hotline Advocate Receptionist (Spanish Speaking)

**Classification:** Full-time, Non-exempt

**Location:** In-person – Rockland County, NY – New City, NY

**Reports to:** Operations Manager

**Anticipated Start Date:** ASAP

The Bilingual Hotline Advocate Receptionist is responsible for providing direct services to survivors of domestic violence, sexual assault, and human trafficking and other crimes. This position requires continuous and supportive interaction with victims and survivors.

This is a direct service, full-time 35 hours per week non-exempt position. The position requires working with victims and survivors of domestic violence, sexual violence, human trafficking and other crimes. The Bilingual Advocate & Hotline Receptionist reports to the Operations Manager.

The Bilingual Advocate & Hotline Receptionist position is located primarily at the non-residential site and requires working at least two evenings and two early mornings per week and flexible hours when needed.

**Spanish fluency (speaking, reading and writing) is required.**

#### **YOU'LL BE RESPONSIBLE FOR:**

- Meet and provide preliminary assessment to walk-ins, answer hotline phones and refer callers to appropriate advocates.
- Respond to hotline calls and walk-ins.
- Understand victim advocacy.
- Provide crisis intervention, individual counseling, assessment of client needs, information and referrals, group counseling, and promote community awareness of services.
- Assist victims in creating and implementing safety plans.
- Provide information and referrals.
- Assist victims & survivors in accessing and completing Office of Victims of Services (OVS) applications.
- Provide support and work in collaboration with inter-departmental and external entities.
- Open and close the building, as scheduled.
- Assist with bulk copying.
- Assist with preparation of mailings and the distribution of staff and client mail.
- Collect and maintain case outcomes, provide accurate and timely record keeping and provide grant-related reports.
- Provide timely responses to correspondence.
- Co-Facilitate Spanish and/or English support groups when needed.
- Attend support group supervision.

## YOU'LL BE RESPONSIBLE FOR (CONT.):

- Attend supervision, staff and department meetings and trainings.
- Attend all agency-required trainings, including but not limited to a weeklong onboarding training at the Residential Shelter, a two-day Getting to the Root, and a 12-week DV Advocate training and Rape Crisis Counselor training and weekly staff trainings.
- Participate in required professional development and training opportunities.
- Other duties as assigned by supervisor.

## POSITION QUALIFICATIONS:

- Associate's degree in psychology, criminal justice, sociology, counseling, women studies or a related field, plus 1-2 years of related experience required; bachelor's degree a plus.
- Spanish fluency (speaking, reading and writing) is required.
- Must have strong organizational skills.
- Possess strong communication skills (both verbal and written).
- Ability to work in a fast paced, crisis-oriented environment: assess priorities, take initiative, handle multiple assignments and meet deadlines.
- Ability to work collaboratively in a multi-disciplinary environment.
- Requires flexible hours including some early mornings and evenings (at least two evenings).
- While performing the duties of this job, the employee must possess the ability to communicate with clients, staff and others. Some occasional lifting may be required (please speak with Human Resources to request accommodations).
- Valid driver's license and reliable, insured transportation a must.

**YOU'LL BE SUCCESSFUL IF...** As a passionate advocate for social justice, you adopt an anti-racist and anti-oppression lens to understand gender-based violence. You recognize that victims and survivors come to the Center while navigating different structural and social injustices that affect their experiences of survivorship. You also understand that this work requires an ongoing commitment to developing the language and tools we need to undo institutional oppression. You are flexible and work well as part of a team and independently. You have excellent time-management skills and a demonstrated ability to multi-task. You are accountable for doing what you say you are going to do.

**TEAM OVERVIEW:** The Center's Bilingual Advocate & Hotline Receptionist is a key position within the Support Staff and Operations team. The Bilingual Advocate & Hotline Receptionist works closely with our colleagues in all the other departments, providing a holistic range of supports for individuals and families experiencing domestic violence, sexual assault, human trafficking and other crimes. This position furthers the Center's mission in accordance with our [mission, values and vision](#).

**ORGANIZATIONAL OVERVIEW:** At the Center, we strongly believe that integrating a world-changing approach into all areas of our work is essential to ending domestic violence, sexual assault, human trafficking, and other crimes. Our dynamic and diverse team of compassionate advocates is working to create a world in which every individual has the basic human right to be free from gender-based violence and to engage in relationships that embrace the principles of respect, equality, and safety.

The Center is a 501(c)(3) nonprofit organization, responding to domestic violence, sexual assault, human trafficking and other crimes in Rockland County, New York, by providing multi-lingual, trauma-informed legal

and supportive services. We bolster our work with clients by engaging in extensive outreach and community education, strengthening the systemic response to all forms of gender-based violence.

**GREAT BENEFITS AND PTO PACKAGE:** The Center's employees enjoy a generous health benefits package that includes medical, dental and vision care. We offer additional benefits at no cost to the employee, which reflects a commitment to the future well-being of our employees. PTO and self-care are important to us and we offer a comprehensive PTO plan that includes a minimum of 34 days and 12 holidays. 401k available.

**SALARY:** low to mid 50's

**APPLICATION INSTRUCTIONS: NO PHONE CALLS PLEASE.** Applicants may **email, mail or fax** resume and cover letter stating why you are interested in this position and including your salary requirements and why you are passionate about our mission and how your experience aligns with the requirements of the CASS Department and Training Outreach Education and Social Change.

**Email:** [humanresources@centersc.org](mailto:humanresources@centersc.org)

**Subject line must read:** Bilingual Hotline Advocate Receptionist

**Mail:** Center for Safety & Change, 9 Johnsons Lane, New City, NY 10956

**Fax:** (845) 634-3396

*Center for Safety & Change values you, your growth, and your contributions. The Center believes that an effective, broad-based movement for social transformation must be rooted in anti-racist and anti-oppression principles as we work towards a more just and equitable society. BIPOC, people with disabilities, and members of the LGBTQ+ Community are encouraged to apply. The Center's policy prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender identity, disability, and national origin in employment and delivery of services.*