

Part-Time Hotline/Chat Advocate (Round Rock)

compensation: \$14.00 - 14.50/hour

part-time

non-profit organization

Family and sexual violence program has an opening for a victim advocate to answer hotlines, chats, and conduct intakes with victims and their families. The majority of working hours will be Monday- Friday, between 5pm-10pm.

Resumes should be sent to amy.byrd@hopealliancctx.org or faxed to 512-255-7331.

Please note the posting title.

ESSENTIAL FUNCTION: Conduct hotline, chat, and intake sessions with family violence and sexual assault survivors.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Provide intake, crisis counseling, case management, follow-up and referrals in-person and on the hotline to primary and secondary victims.

Work with other agencies in order to serve the best interest of agency clients.

Informally assess the emotional, physical, social, and educational needs of clients, formulating individualized service plans and goals.

Provide internal and community referrals to address identified needs.

Assist with the collection and maintenance of client data for statistical and programming purposes.

Report any incident of child or elder abuse to the Department of Public and Regulatory Services and appropriate WCCC staff.

SPECIAL SKILLS AND EDUCATION:

Acceptance of and respect for agency philosophy, mission, and values.

Experience and ability to respond in a supportive manner to people in crisis.

Familiarity with the network of social services, including benefit providers, mental health, and criminal justice agencies in the Williamson County area.

Sensitivity to various cultural, ethnic, and social backgrounds, values, attitudes, and languages.

Ability to work as a team member, providing support as well as constructive feedback in interpersonal interactions.

Adequate personal health, social maturity, and emotional stability to fulfill the functions of the position.

Experience in independent job structuring.

Excellent communication skills.

Ability to relate to other agencies and departments, including law enforcement, as well as to supervise and support staff and volunteers.

Computer proficiency in Office including Word and Excel.