

JOB ANNOUNCEMENT

Position: Hotline Advocate

Salary: \$16.51/hr with \$.50 hourly increase after 6 month provisional employment period is successfully completed. After hours pay (average of 4-5 shifts monthly) provides an additional average \$2,500 annually.

Start Date: May 2022

After Hours On Call Requirement: Must be able to respond in person to Cayuga Medical Center in Ithaca, NY within 45 minutes from home.

Our progressive social service agency seeks a Hotline Advocate who will assess caller's needs and provide immediate support, information, referrals and advocacy services to victims of domestic violence, sexual assault and child sexual abuse, as well as to non-offending family members, professionals and others who are supporting victims. For those who choose to utilize the legal system, the Hotline Advocate will help with filing for Orders of Protection, accompaniment to law enforcement to make criminal reports and accompaniment to the hospital for medical exams following a sexual assault.

The ideal person for this job is someone who is able to respond calmly to crisis situations in a supportive and compassionate manner. They will be comfortable problem solving, sharing information and responding on the phone and in person to a variety of situations. The Hotline Advocate is often the first person that a survivor has spoken to about their situation and need for help.

You will be provided with comprehensive training and supervision as well as support from your peers and other agency staff and supervisors.

The Hotline Advocate participates in a paid rotation of after-hours on-call (weeknight, weekend, holiday), with other client services staff. There are usually 4-5 after hours shifts each month and a stipend is paid. In person response may be required.

Physical Requirements: Applicants must be able to navigate stairs, periods of sitting. Standing and movement required. Vehicle and valid driver's license is required.

Benefits Package: Annual financial contribution (\$6,775 in 2022 prorated to start date) towards our cafeteria health benefits program which includes individual medical, dental or dependant care benefits or expense reimbursements, generous time off (2 weeks vacation the first year increasing thereafter, 16 paid holidays, 5 personal days, 12 sick days). After three years of employment, an annual contribution of 5% of salary will be made to the employee's established retirement account. Retirement accrual begins at 18 months and employees are vested at 3 years of employment.

We want to serve the diverse needs of our community and we strongly encourage BIPOC and/or bilingual people to apply.

The Advocacy Center of Tompkins County www.actompkins.org, located in Ithaca, NY, and we are an organization whose roots are based in feminism, social change, and victim rights.

TO APPLY: Submit two separate documents (in MS Word or PDF format only): 1. cover letter; and 2. resume. Please submit as two separate attachments in an email to jobs@actompkins.org.

Applications will be accepted until the position is filled.

REQUIRED QUALIFICATIONS

- One year of crisis intervention, counseling or advocacy experience in a human services setting or translatable experience from another field
- Ability to develop a positive compassionate rapport with victims of domestic and sexual abuse
- Strong interpersonal, engagement, listening, communication and crisis management skills
- Ability to work independently as well as in a team, with a willingness to appreciate different points of view and problem solve in a constructive manner
- Sensitivity to the impact of sexual and domestic violence in diverse and marginalized communities
- Commitment to working from an anti-oppression, harm-reduction, and strengths based trauma-responsive approach
- Good communication, organizational and time management skills
- Ability to handle multiple tasks under stressful situations
- Ability to establish and maintain effective professional working relationships
- Ability to navigate stairs, periods of sitting. Standing and movement required.
- Must be able to respond in person to Cayuga Medical Center in Ithaca, NY within 45 minutes
- Flexible schedule - must be able to work regular after-hours evenings, weekends and holidays
- Vehicle and valid driver's license is required.