



## Helpline Advocate Job Description

*WTLC is an equal opportunity employer*

<b>Job Title</b>	Helpline Advocate
<b>Specialty</b>	<input checked="" type="checkbox"/> Shelter/Center <input type="checkbox"/> Housing <input type="checkbox"/> Community <input type="checkbox"/> Legal
<b>FLSA</b>	Full-Time; Non-Exempt, 15.86/hr.- 18.27/hr., \$33,000-\$38,000 annual

WTLC believes all individuals have a right to a safer and healthier life and therefore, every day we work toward ending the cycle of violence. It's challenging, the results are not immediate, some days the issues seem insurmountable, but when you dig deeper you see the importance of your work, your role, and this serves as a catalyst to continue the journey. Sleeves rolled up, we are in this work until the end; and we are looking for others to join us in our mission.

### JOB PURPOSE

Under the direction of the Helpline Supervisor, the Helpline Advocate provides customer service by responding to callers on the domestic violence and human trafficking helpline, as well as provides emergency telephonic response to residents of Orange and surrounding counties following a referral from local law enforcement. Utilizing a trauma-informed care approach, the Helpline Advocate provides crisis intervention, needs assessment, intake support and supportive counseling, information and referrals to callers on WTLC's 24/7 helpline.

### QUALIFICATIONS

- Bachelor's degree in Sociology, Human Services, Psychology, or related field
- Experience serving diverse communities
- Minimum of two (2) years of professional experience in the social services sector
- Bilingual in Spanish – the prevailing non-English language of participants
- 40-Hour Domestic Violence Training Certified
- Has not been a participant of WTLC services for at least three (3) years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check

### GENERAL DUTIES AND RESPONSIBILITIES

- Provide individualized, flexible, support, and advocacy to survivors who reach out to WTLC through the helpline.
- Assess for risk and provide safety planning and information to clients on the helpline.
- Help identify callers' needs including crisis interventions.
- Assist in accessing emergency shelter, motel, transportation, and other immediate needs.

- Provide information about domestic violence and human trafficking, and referrals to link caller to service providers
- Provide support and resources that strengthen families and child development
- Support participants in creation and evaluation of safety plans, provide education on their rights, and connect them to community services and resources
- Communicate effectively with other team members
- Complete and maintain participant records that document services provided; input data entry into database (Apricot)
- Attend all mandatory meetings and trainings to enhance knowledge and skills and keep informed of the organization's plans and programs, as assigned
- Provide support to all other program staff, as needed
- Transport participants and/ or their children to various locations as needed
- Other duties may be assigned

## SPECIALIZED DUTIES AND RESPONSIBILITIES

*Please refer to the checked box*

<p><input checked="" type="checkbox"/> <b>Shelter/Center</b></p> <ul style="list-style-type: none"> <li>• Work with participants to develop and maintain relevant and meaningful case plans</li> <li>• Conduct shelter assessment and intakes; provide orientation to the Shelter program</li> <li>• Monitor shelter security and participant's safety</li> <li>• Oversee and engage in shelter and center environment and activities, facilitate problem-solving for participant conflicts, encourage and model appropriate interactions; mediate conversations that lead to conflict resolution</li> <li>• Supervise visits and safe exchanges of non-custodial parent with their children</li> </ul>	<p><input type="checkbox"/> <b>Housing</b></p> <ul style="list-style-type: none"> <li>• Monitor and support participant's progression through their housing search plan</li> <li>• Create and maintain lists of available housing options</li> <li>• Assist participants with housing applications, complete subsidized housing paperwork, and survey rental market for affordable housing</li> <li>• Act as a liaison between various housing authorities and landlords</li> <li>• Gain knowledge of the rules and regulations of various housing programs</li> <li>• Recruit and train potential landlords for shared-living tenancies</li> </ul>
<p><input type="checkbox"/> <b>Community</b></p> <ul style="list-style-type: none"> <li>• Develop and facilitate community prevention education trainings and presentations</li> <li>• Engage with people at resource fairs and community outreach events</li> <li>• Connect community residents with WTLC's services</li> <li>• Outreach to survivors through law enforcement advocacy calls</li> <li>• Network with schools, businesses, faith-based communities, and services providers to provide trainings and presentations</li> </ul>	<p><input type="checkbox"/> <b>Legal</b></p> <ul style="list-style-type: none"> <li>• Provide information and education on restraining orders, family, civil, and criminal courts, immigration laws, and other legal procedures</li> <li>• Support participants with all phases of restraining orders, including assessment, form preparation, filing assistance, hearing preparation, court accompaniment, and other activities</li> <li>• Assist participants with U and T-Visa applications, VAWA self-petitions, Adjustment of Status, and other immigration matters</li> </ul>

## WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings and weekends, as well as overnight shifts, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.