Hotline Specialist

Full-time/Benefits Eligible

Bilingual (English/Spanish) Required

Tuesday – Saturday, 7:30 a.m. - 4:30 p.m.*

Pay Rate: $21.00/hour (not negotiable)

**Flexibility is needed to work outside of this schedule to assist with time-sensitive matters and to be on-call for emergencies.*

PLEASE NOTE: if you are interested in applying for this position, please go to emergecenter.org/employment to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.

Emerge Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, able-ism, and anti-immigrant sentiment).

These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.

We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.

We're committed to making our community a safer place for everyone. Join us!

POSITION OVERVIEW

Provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate. This position may work at the emergency shelter as requested.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Commits to upholding the agency's mission, vision, community guidelines and values. We value diversity, inclusion, equity, and belonging in all that we do.
- Engage in radical service to, and acceptance of, staff and participants as they are, by committing to showing up with integrity and love and encouraging all to use their power to affect change.
- Commits to creating and maintaining a safe, equitable, trauma-informed, and healing work environment for all participants and staff members.
- Commits to a culture of understanding how our collective actions affect participants' efforts to regain their independence and rebuild their lives.
- Assess and responds to potential crisis situations in an equity-centered and trauma-informed manner while notifying appropriate staff as soon as possible.
- Follow all protocols and practices of Emerge programs, as well as all city, county, state, and federal rules.

- Displays an ability to identify problems and generate a range of solutions utilizing creativity, collaboration, open communication, and critical thinking skills.
- Champions the organization's culture of feedback by consistently providing and seeking feedback and encouraging others to do the same.
- Maintains confidentiality of shelter sites and information pertaining to all staff, participants, and visitors.
- Dedicates time and energy to personal development, furthering knowledge, services, and approaches to better meet the needs of participants and staff.
- Strives for innovation by incorporating new tools, practices, and mindsets that support relationship building, rest, restoration, and healing; not only for collective liberation but also for our individual wholeness, freedom, and ability to thrive.
- Attend all meetings and trainings as required.

ESSENTIAL DUTIES

- Provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate
- Conducts assessments to determine caller's immediate needs and connects caller with Emerge services and/or community resources as appropriate
- Conducts basic mental health screenings and facilitates immediate intervention when appropriate
- Facilitates services under the Arizona Intimate Partners Risk Assessment Instrument System (APRAIS) protocol in conjunction with law enforcement agencies including conducting lethality/risk assessments with callers
- Supports in locating, and helping with access to, other shelters for participants that do not meet the criteria for Emerge shelter or are denied due to capacity, including keeping an active pulse on bed availability and criteria for community shelters along with building relationships at those facilities.
- Provide hotline and other support services at the emergency shelter as requested
- Responsible for implementing all programmatic and agency protocols as directed

OTHER ESSENTIAL DUTIES

- Manages and documents emergency situations and notify appropriate employees
- Completes all documentation thoroughly, accurately, and in a timely manner
- Maintains confidentiality of shelter sites and participant information
- Adheres to agency policies and procedures and all City, County, State and Federal regulations

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **1 years of work,** professional or life experience (personal), in the following areas:

Note: *Emerge recognizes that the required skills and knowledge needed to serve survivors of domestic abuse can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection between their work or life experience and the required qualifications below. We also value the added foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.*

- Knowledge of the dynamics of domestic abuse and/or sexual violence
- Demonstrate knowledge and practice working with how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting

- Demonstrate a trauma-informed understanding and practice in working with trauma-based reactions/behavior (particularly during escalated situations/conversations) that prioritizes remaining grounded and not reacting out of fear or punitive intention
- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability
- Excellent written and oral communication
- Knowledge of group facilitation and dynamics
- Ability to assess potential crisis situations and take appropriate action
- Ability to work well independently and be self-motivated
- Proficient computer skills including e-mail, and calendars
- Required: Bilingual (English/Spanish)

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **2 years** of lived/life experience (personal), work, or professional experience in the required areas, and:

- Experience of individual or organizational work to support and advocate for survivors of gender-based violence; understanding and supporting families
- Knowledge of the impact of trauma and lived experiences and the interface with how program participants request and receive support in a non-profit setting

OTHER REQUIREMENTS

- Ability to obtain appropriate fingerprint clearance through the Arizona Department of Public Safety
- Ability to obtain CPR/First Aid certification.
- Valid Arizona Driver License and proof of automobile insurance (as applicable)

PHYSICAL DEMANDS

- Must be able to sit or stand for long periods of time
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Provide CPR/First Aid
- Must be able to lift up to fifty pounds

Emerge is an equal opportunity employer

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