



## New England Learning Center for Women in Transition

479 Main Street, PO Box 520, Greenfield, MA 01302 • 413.772.0871 • 413.772.2743 Fax

### Supervised Visitation Monitor (FCCVP) & Crisis Line/Medical Response Advocates Relief Positions (multiple openings)

How to apply for these positions:

- Email letter of interest and resume to [humanresources@nelcwit.org](mailto:humanresources@nelcwit.org)
- Fax to 413-772-2743, ATTN: Human Resources.
- Mail to Human Resources, NELCWIT, PO Box 520, Greenfield MA 01302
- Applications can be dropped off at NELCWIT, 479 Main Street, Greenfield

**\*\*\*Please note whether you are interested in supervised visitation, daytime or overnight crisis line, or weekend medical advocacy relief\*\*\***

*AA/EOE/ADA. People of Color Are Encouraged To Apply*

NELCWIT's mission is to work within the community to build safety, justice, and dignity for all. We offer shelter referrals, counseling, education, advocacy, and community organizing to women and children who have survived domestic violence or sexual abuse. As an antiracist, multicultural organization, NELCWIT also joins with and mobilizes other groups and individuals who are working to end domestic violence and sexual abuse, ensure human rights, and create social change.

The Crisis Line/ Medical Response Advocate is a member of NELCWIT's counseling and advocacy team. Relief Crisis Line/ Medical Response Advocates are called as needed when regular staff are unable to cover their shifts. NELCWIT's hotline is answered 24 hours per day. Shifts include weekdays, 9 a.m.-4 p.m. at our office; weekdays, 4 p.m.-6 p.m. at our office; weekday evenings and overnights, 6 p.m.-9 a.m., from home; weekends and holidays, days, evenings, and overnights, from home. At-home shifts use a cell phone to respond to calls.

The Franklin County Children's Visitation Program offers supervised visits for children and their non-custodial parents in a safe, non-threatening environment. Families participating in the FCCVP are referred by the Franklin Probate Court and/or the Department of Children and Families when it is unsafe for non-custodial parents to have unmonitored contact with their children.

Relief Supervised Visitation Monitors are called as needed when regular staff are unable to cover their shifts. Monitors are supervised by the FCCVP Director, and are responsible for supervising visits between children and their non-custodial parents. This position requires working on Saturdays.

#### **Responsibilities:**

##### **Crisis Line/ Medical Response Advocate**

1. Answer crisis line, providing information and referrals regarding NELCWIT programs and community services using trauma-informed approach.
2. Provide follow-up information.
3. Provide medical advocacy at Greenfield and Athol hospitals for sexual assault victims/survivors.
4. For shifts off-site via cell-phone:
  - a. Must be able to stay within 30 minutes of Greenfield and have reliable transportation and valid driver's license.
  - b. Must be able to answer calls immediately in a confidential, quiet space where you will not be interrupted.



The policies of NELCWIT prohibit any form of unlawful discrimination on the basis of race, color, religion, creed, sex, gender, gender identity or gender expression, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, genetic information, and any other class of individuals protected from discrimination under state or federal law with respect to employment, volunteer participation and the provisions of services.

- c. Must be located in an area with clear and consistent cell phone service/reception for the duration of each shift.
5. Complete and turn in paperwork daily and enter data into database.
6. For daytime weekday coverage, assist with crisis support activities at the Greenfield Crisis Center, including crisis line coverage, advocacy support for walk in clients, intakes for custodial parents and follow up calls to survivors who have requested services.
7. Additional tasks as assigned by supervisor.

**Supervised Visitation Monitor:**

1. Ensure a safe environment where children can visit with the non-custodial/visiting parent without fear of emotional, psychological or physical harm.
2. Ensure all program participants follow the FCCVP Ground Rules, policies and guidelines; intervene and/or redirect as needed during the visit to avoid or minimize violations.
3. Greet the non-custodial parent, custodial parent and child(ren) at the beginning of each visit; escort the child(ren) to and from the visit.
4. Take objective, non-judgmental Observation Notes based on actual observations and conversations to document what has taken place before, during and after each visit.
5. Request information from program participants to complete intake forms.
6. Provide feedback to custodial and non-custodial parties as needed and relate relevant information to Program Director.
7. Work with Director of FCCVP to assist in ongoing operations including preparation of center for visits and setting up visiting rooms and restoring classrooms to original conditions.
8. Attend meetings for supervision and ongoing training.
9. Maintain confidentiality and adhere to agency mission, philosophies and policies.
10. All other related duties as assigned by supervisor.

**Positions:**

The agency is looking to create a pool of 3-6 cross-trained relief staff.

Relief Advocates receive 40-55 hours of paid training if they have not previously completed a current direct service training through NELCWIT or another qualifying agency and are required to attend the monthly group supervision meetings. Once training is complete, relief advocates may be scheduled for one shift a week during a training period and *then called as needed* to fill in for staff on paid time off, and coverage for holidays if needed.

**Rate of pay:**

Weekday Shift Pay \$31.12 for each overnight hotline and medical advocacy shift Mon – Thu nights and Fri medical advocacy overnight shift.

Weekend shift Pay \$51.87 for each 24-hour shift on Sat and Sun.

Premium shift rate for Holidays and Snow Day coverage when office is closed: \$77.81.

\$15.00 per hour (or current hourly rate) when supervising visitation, direct client, completing paperwork or attending required meetings, supervision or training.

**Qualifications:**

1. MA Rape Crisis training completion or complete required 40- 55 hour domestic/sexual violence crisis response training when it is next held at the agency.
2. Associates degree and/or relevant life and work experience with trauma survivors & crisis intervention required
3. Ability to model and uphold appropriate boundaries in work with clients, co-workers, supervisor, & community.
4. Commitment to social change through learning about intersectionality of oppression and its impact on survivors of domestic and sexual violence.
5. Willingness to learn about and actively use multicultural awareness and understanding in daily work.
6. Must have reliable transportation, valid driving license and required insurance for work related travel.
7. Must be able to maintain a private, quiet, confidential setting in home environment during shifts to answer crisis line calls and maintain confidentiality.
8. Must have a working phone, wireless cell coverage and email access.
9. Demonstrated ability to complete paper work and client service delivery in a timely manner and capacity to learn and use agency client service data entry program.

**Funding for positions via multiple contracts.**