



New England Learning Center for Women in Transition
479 Main Street, PO Box 520, Greenfield, MA 01302 • 413.772.0871 • 413.772.2743 Fax

Crisis Line and Direct Services Advocate – Franklin County
Full-time position, 35 hours per week

How to submit your application:

- **Email letter of interest and resume to humanresources@nelcwit.org**
- **Fax to 413-772-2743.**
- **Mail to Hiring Committee, NELCWIT, PO Box 520, Greenfield MA 01302**

Description:

The Crisis Line and Direct Services Advocate is a member of NELCWIT's counseling and advocacy team based in Greenfield. This position is scheduled for 35 hours per week and reports to the Interim Director of Personnel and is accountable to the Crisis and Advocacy Coordinators for crisis line coverage shifts.

Responsibilities:

1. Provide counseling and advocacy on NELCWIT's crisis line for survivors of domestic and dating violence, sexual assault, and stalking.
2. Provide crisis counseling and support for survivors of domestic and dating violence, sexual assault, and stalking who walk in for crisis intervention without appointments.
3. Develop plans for supporting clients, including safety plans, and provide information and referral for on-going services.
4. Provide medical advocacy for sexual assault survivors as needed during scheduled shifts.
5. Check in with overnight hotline advocate each morning and offer follow-up services, if requested, to overnight callers.
6. Collaborate with SAFEPLAN advocates, police, hospital staff, and court personnel during daytime hours to assist sexual and domestic violence survivors with emergency needs.
7. Meet weekly with program supervisor for clinical supervision and attend Group Supervision meetings.
8. Attend staff meetings and in-service trainings. Attend meetings in accordance with the grant funding requirements.
9. Complete all paperwork in a timely manner, including case records and other data required by agency including Empowerdb data entry.
10. When not providing direct client services, develop and update materials and work on projects, and initiatives that improve or enhance the quality of services for survivors.
11. All other job responsibilities consistent with job description and designated by supervisors
12. Full-time position will include the following:
 - a. Attend collaboration meetings and develop relationships with police and other related professional or community partners to enhance services for survivors.



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.

- b. Check daily police and Domestic Violence Intervention Project (DVIP) log to coordinate follow-up advocacy for survivors who utilized local police departments regarding domestic and/or sexual violence.

Qualifications:

1. Comprehensive understanding of survivor trauma and the dynamics of domestic violence and sexual assault, dating violence, and stalking.
2. Answer NELCWIT's Crisis Line during designated shifts and in accordance to best practices and guidelines outlined by the agency and DPH Rape Crisis funder.
3. Basic computer literacy and willingness to use data entry programs for data collection.
4. Associates degree and/or relevant work/life experience related to domestic and sexual violence preferred.
5. Demonstrated knowledge about empowerment advocacy and system change
6. Ability to model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and the community and maintain confidentiality.
7. Ability to handle work related stress and crisis associated to client service delivery in a calm, professional and composed manner.
8. Commitment to ending violence and promoting social change by actively fighting sexism, racism, classism, homophobia, ableism, and all other oppression.
9. Willingness to learn about and actively use multicultural awareness and understanding in daily work.
10. Valid Driver's License and access to reliable transportation.

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