

## **End Violent Encounters, Inc. (EVE, Inc.)**

**Job Title:** Intake and Hotline Advocate

**Classification:** Full time and hourly, non-exempt under FLSA

**Required Education and Experience:** High school diploma, GED, or equivalent experience.

**Preferred Education and Experience:** Knowledge of domestic violence and power and control dynamics.

**Expected Hours of Work:** Flexible scheduling, between 38 and 40 hours per week. Shifts are in 8-hour increments to cover daytime, evening, and overnight hotline hours. Weekend hours available.

**Work Location:** In-person at EVE's confidential shelter in Lansing, MI

**Pay Range:** \$17-\$18/hr.

**Supervisor:** Shelter/Hotline Coordinator

### **Summary of Functions:**

Hotline Advocates provide support, information, referrals and some crisis intervention to survivors of abuse related to power and control via EVE's 24/7 phone hotline and online chat. In addition, they will assist survivors in shelter with daily needs and help to maintain a safe, sanitary, and welcoming environment for individuals in shelter.

### **Intake and Hotline Advocate Responsibilities:**

- Provide trauma-informed, survivor-driven, and inclusive direct support to survivors via phone hotline, online chat, and in-person within shelter
- Answer and document all hotline call and chat-line messages in accordance with agency procedures
- Conduct intakes and send referrals for folks reaching out to EVE who would like to get connected with services
- Assist shelter residents with supportive listening, encouragement, and appropriate shelter needs

- Follow and enforce shelter guidelines , policies, and procedures with shelter residents
- Maintain safety and security of shelter property in accordance with shelter procedures
- Document appropriate information for other shelter staff including shift logs, caller forms, task checklists, and other required documentation
- Attend regularly scheduled monthly meetings and trainings
- Other duties as assigned

**Position Requirements:**

- Perform characteristic duties as outlined above.
- Knowledge of the effects of trauma and how that impacts well-being.
- Commitment to a philosophy of empowerment for survivors and that healing is not linear and takes many forms.
- Ability to work in a fast-paced environment and adapt to the unexpected.
- Demonstrate empathy.
- Ability to maintain confidentiality and professional boundaries.
- Ability to work with diverse populations and support an inclusive work environment.

**Physical Requirements:**

- Walk up and down stairs (no elevator available)
- Ability to lift up to 50lb
- Noise levels can vary from silent to very noisy

Offers will be conditional on completion of criminal background and central registry clearance checks.

Must have reliable transportation

**Benefits:**

- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible schedule
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

EVE invites people of diverse backgrounds, such as race, national origin, age, gender, gender expression, sexual orientation, religion, ability level, mental health status, height, and weight to make application to join our agency in the valuable work of empowering survivors and putting an end to domestic and sexual

violence, stalking, and elder abuse. EVE strongly encourages LGBTQIA2+, minority, non-traditional, and all historically underrepresented candidates to make applications as well.

To apply, please email your resume and cover letter to Cassie Herig at [cherig@eveinc.org](mailto:cherig@eveinc.org).