

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, up to 40 hours per week. Shifts are in 8-hour increments to cover daytime, evening, and overnight hotline hours. Weekend hours available.

Work Location: EVE's confidential shelter in Lansing, MI

Pay Range: \$17/ hr. Starting

Supervisor: Shelter 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.
- Ability to work on-call schedule that may include nights, weekends, and holidays.

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

Must pass a criminal background check and central registry clearance check
Have reliable transportation

Staff Signature: _____ Date: _____

Supervisor OR Executive Director: _____ Date: _____

