

JOB DESCRIPTION: HOTLINE VICTIM INFORMATION RESOURCE ADVOCATE (VIRA)

Title: HOTLINE VICTIM INFORMATION RESOURCE ADVOCATE (VIRA)

Location: 1615 W. Chicago Ave., Chicago, IL 60622; 33 N. Dearborn St., Chicago, IL 60602

Supervised by: Hotline Shift Supervisors and Hotline Director

Supervises: N/A

Status: Full-Time, Hourly, Non-Exempt

Salary: \$22 an hour

Date revised: January 11, 2024

Position Summary:

Assists in carrying out the mission and goals of the Hotline by responding to calls and texts from social service providers, medical personnel, police, other professionals, friends, family, and victims of domestic violence; providing high quality information and referral to services. Relay information and dispatch volunteers to homicide calls in partnership with the Chicago Survivors Project and CP4P.

Responsibilities:

Direct Service (approximately 85% of the position)

- Provides crisis intervention, crisis counseling, and trauma informed support for callers and texters in need of de-escalation.
- Collaborates with callers and texters on safety planning by using best practices including harm reduction practices and trauma informed / resiliency-based models.
- Provides callers and texters with referrals to services
- Provides accurate information on common dynamics of domestic and interpersonal violence
- Acts as liaison between Chicago Police Department, the Chicago Survivor's Project and CP4P to dispatch survivor support volunteers to homicide scenes.
- Shares responsibility with Shift Supervisors, the Administrative Assistant, and Hotline Director to ensure the hotline is adequately staffed – particularly while taking breaks.
- Interfaces with social service staff and advocates for callers and texters with social service staff to facilitate access to support services for callers and texters.
- Receives 6 hours of continuing education yearly.
- Assists in maintaining up-to-date referral agency database through program surveys and informal phone contact.
- Ability to monitor and respond to email and track information.
- Completes other duties and participates in other projects as assigned.

Data Collection (approximately 10% of the position)

- Accurately and sensitively obtains and records victim demographic information for use in identifying service and geographic needs for callers and texters.
- Assists in maintaining the accuracy of referral database.
- Assists in the daily bed-count for domestic violence shelter space.
- Collects caller and texters feedback about services received and relays relevant feedback to Supervisors and Hotline Director.

Community Outreach (approximately 3% of the position)

- Acts as Network liaison to various community committees and task forces.
- Collaborates with other Hotline / Network staff on community outreach events.
- Participates in CTI 40-hour trainings as requested.

Other (approximately 2% of the position)

- Attend and actively participate in departmental and staff meetings.
- Protect The Network's value by keeping information confidential.
- Updates knowledge by participating in educational opportunities; maintaining networks; participating in professional organizations.
- Perform other duties as assigned by supervisor.

Work Environment

- This position operates primarily in a hybrid, with some remote and in an office requirements (in office environment that is accessible). Some work at off-site locations may be required and those may not necessarily be fully accessible.
- This position requires long periods of sitting.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets, and fax machines.
- While performing the duties of this job, the employee is regularly required to talk, hear, see, and type. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- The employee may be asked to lift and/or move objects up to 25 pounds and occasionally lift and/or move objects up to 40 pounds.
- Travel between the main office and remote locations is required.
- This position is on a 24 hour / 365-day Hotline. Night and weekend attendance may be required for some shifts. The position requires a five-day a week schedule, based on the need of the Hotline.
- Occasional night and weekend hours are required for those who do not work regular shifts.
- Workplace is a smoke- and drug-free environment.
- The Network is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. The Network does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. The Network is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

Qualifications:

Education

- High School Diploma or equivalent required.
- Associate's degree or higher preferred.

Experience

- Minimum 2 years of work experience in domestic violence or sexual assault crisis intervention, advocacy, or counseling preferred.
- Knowledge of domestic violence and/or women's issues and strong commitment to social justice and ability to create and manage social change efforts.
- Strong negotiating, presentation, and networking skills.
- Practice in appropriate conflict resolution methods leading to positive solutions.

Licenses/Certification

- 40 Hour Domestic Violence Certification within 30 days of employment preferred.

Computer and software knowledge

- PC literate with strong skills and experience in MS Office (Word, Excel, and PowerPoint).
- Experience with iCarol or Infonet database desired.
- Proficiency desired in all social media platforms - Twitter, Facebook, etc.

It is not the intention of this position description to limit the specific duties of this job, but rather to describe the major responsibilities associated therewith at the time the position description was prepared. As the organization changes, or simply with the passage of time, the specific tasks and responsibilities that comprise any job also tend to undergo changes. Such changes may consist of additions to, reductions in, or substitutions of duties and responsibilities. This position description should be revised on an annual basis to reflect such changes. I have read this job description, understand it, and am able to perform the essential job functions of this position. I have had the opportunity to discuss the job description with my supervisor.