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Staff Signature

\_\_\_\_\_  
Date

**TITLE:** Hotline and Intake Advocate  
**CLASSIFICATION:** Regular, FT, Non-exempt

**SUPERVISOR:** Manager, Advocacy Program  
**DEPARTMENT:** Client Services

**FUNDING:** Grant dependent

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**ESSENTIAL FUNCTION:** Provide individualized and trauma-informed services to adult and child survivors, with a focus on hotline assistance and intake.

**DUTIES AND RESPONSIBILITIES:**

- Provide hotline, intake, crisis intervention, advocacy and case management services in-person and on the hotline, informally assessing for emotional, physical, social, and educational needs and formulating individualized service plans.
- Actively seek out and liaison with relevant community agencies and resources in order to create a continuum of services that elevates the best interest of clients.
- Maintain communication with others and work to fulfill the agency's mission, vision and philosophy. This includes attending regularly scheduled team meetings.
- Recognize personal emotions, thoughts and values and how they influence behavior, managing their effects on service provision.
- Report any incident of child or elder abuse to the appropriate Hope Alliance team member.
- Assist with the collection and maintenance of data for statistical and programming purposes.
- Assist with recruitment, training, and engagement of volunteers and interns as well as community education efforts.
- Perform other duties as assigned by VP of Client Services and/or the Chief Executive Officer.

**QUALIFICATIONS AND EDUCATION:**

- Minimum of a Bachelor's Degree in Human Service field, preferably in Social Work. Relevant experience can be substituted.
- Two years of experience providing victim services to adults and children, both on the phone and in person, with demonstrated ability to respond to individuals in crises and maintain confidentiality.
- Familiarity with the network of social services including children's services, benefit providers, mental health, and criminal justice agencies in the Williamson County area.
- Must be able to successfully complete the agency-provided State Certification Training, during evening and weekend hours, within 90 days of hire date, and successfully complete a written exam and skills assessment designed to evaluate the special knowledge and skills required for continued certification.
- Must be able to maintain State Certification by documenting annually: six hours of continuing education and the provision of 100 hours of direct services at minimum.
- Experience prioritizing independently, managing multiple and sometimes competing tasks, and meeting deadlines and desired outcomes.
- Experience working with allies and partners such as law enforcement.
- Adequate personal health, social maturity, emotional stability and effective stress management skills.
- Sensitivity to varying cultural, ethnic, and social backgrounds, values, attitudes, and languages, as well as tact, poise, professionalism, diplomacy, teamwork, humor, and ability to interact with people from all walks of life.
- Computer proficiency in email and productivity software products.
- Ability to stoop, bend and lift 30 pounds as well as the ability to move about inside the office to access file cabinets and other office equipment.



_____ Staff Signature	_____ Date
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- Routinely use computer and other office equipment such as phones, fax, printer, and copier.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is typically working in a climate-controlled office environment but sometimes exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

- Normal workday physical activity includes frequent sitting, standing and walking.
- Requires employee to use hands, arms, legs, neck and head while performing tasks.
- Requires occasional twisting at desk when answering phone or keyboarding.
- Requires retrieving files by pulling and pushing cabinet drawers with occasional bending, squatting, kneeling, and reaching above shoulder level.
- Requires frequent data entry into computer keyboard.
- Requires extensive speaking in person and on the telephone with staff and others.
- Requires occasional lifting and/or moving up to 30 pounds.