



Title: Helpline Advocate

Summary: This position will work to ensure consistency and quality in client experiences and first impressions on Safe Harbor's 24-hour Helpline and monitor and execute trauma informed practices on phone intakes and shelter admissions. **This is a full time, salaried, nonexempt position eligible for full benefits.**

Reports To: Intake Coordinator

Job Responsibilities

- Conduct trauma informed phone intakes and manage daily operations of the Helpline
- Facilitate communications and monitor procedures with phone systems and afterhours providers to ensure consistency in Helpline protocols 24/7
- Document and compile monthly Helpline statistics including tracking Helpline calls, referrals, and after hour calls
- Assist in identifying barriers to clients connecting to services (*phone intake process, transportation protocols, space availability, time limits, program guidelines, etc.*) and in the development/execution of plans for improvement
- Assist with training interns and volunteers to conduct consistent and trauma-informed phone intakes and practices
- Assist in coordination of outreach efforts to community service providers regarding Helpline intake process (*i.e. law enforcement, hospitals, etc.*)
- Maintain a current guide of community resources, assist survivors with navigating referrals, and initial safety planning.
- Participate in Safe Harbor staff meetings, team meetings, trainings and continuing education
- Engage as a member of the shelter advocacy team in creating a culture that exemplifies teamwork, responds to intake concerns and challenges in a trauma informed manner; and promotes safety and value of clients and fellow co-workers
- Responds to and perform other tasks and responsibilities as assigned by supervisor

Essential Qualifications

- Ability to work with diverse individuals in an empathetic and nonjudgmental manner, demonstrated respect for others' experiences, language, culture, and knowledge
- Demonstrated level headedness, strong problem-solving skills, and self-awareness
- Ability to work well in a team setting and utilize other direct service staff to gain perspective and assistance with duties of the job
- Strong verbal and written communication skills with attention to detail
- Ability to organize and manage multiple priorities in a crisis-oriented environment
- Ability to manage confidential information in an appropriate manner
- Possess conflict resolution skills

- Ability to work flexible hours, including some evenings
- Knowledge of the dynamics of domestic violence
- Computer proficiency. Experience with Adobe Acrobat DC and G-Suite a plus
- Public speaking experience preferred
- Bi-lingual skills preferred

Highly qualified and motivated candidates may complete an on-line application at:
safeharborsc.org/employment