

# CASA MYRNA

## JOB DESCRIPTION

**SafeLink Hotline Advocate Bilingual, Non-Exempt  
35 hours weekly**

Casa Myrna is Greater Boston's foremost provider of solutions to end domestic and dating violence. The agency maintains three residential programs in Boston for women and children made homeless by domestic violence, a comprehensive range of supportive services provided at the programs and at the main office, and SafeLink, the only statewide 24/7 domestic violence hotline in Massachusetts. This position answers hotline calls to provide supportive listening, crisis intervention, safety planning, and direct connections to domestic violence shelters statewide, as well as referrals to a comprehensive range of supportive services in the caller's community.

### **Principal Duties and Responsibilities**

- Ascertains callers' needs and provides crisis intervention by: conducting safety assessment and safety planning, supportive listening, providing callers with information on and about domestic violence and its dynamics, and connecting callers to all appropriate resources.
- Accesses the on-line Bed Update in order to provide up-to-date shelter availability information for all callers seeking emergency shelter or safe home placement.
- Utilizes all resources to provide every caller with options for a safe place to stay for at least one night.
- Facilitates access to community and residential services by directly linking callers to those services state and nation-wide.
- Exhibits positive teamwork by collaborating with SafeLink staff on difficult calls, answering hotline calls when colleagues are busy or engaged in other work, and demonstrates behavior that is open to feedback and suggestions.
- Keeps abreast of domestic violence services and resources in order to deliver high quality service to callers. This includes attending monthly staff meetings, trainings and individual supervision meetings.
- Logs every call into SafeLink's database to ensure accurate and complete collection of data.
- Exhibits excellent customer service skills when interacting with callers, staff, and external constituents. This includes remaining professional, empathetic and courteous.
- Adheres to Casa Myrna Vazquez' and SafeLink's policies and procedures while performing day-to-day activities to ensure successful operation within the department and agency.
- Participates in on-call coverage.
- Other duties as assigned by the supervisor.
- Bilingual in English and Spanish or Portuguese required.

### **Qualifications and Requirements**

- Bachelor's degree or 3 years experience providing direct service in a human services organization, which includes a minimum of one year experience working in a community organization or social service organization doing crisis intervention, counseling, advocacy or hotline work.
- Excellent communication and crisis-management skills.

- Demonstrated ability to utilize appropriate communication techniques when responding to callers that shows sensitivity to the caller's needs.
- Ability to interact with callers in a non-judgmental manner.
- Ability to work independently and as part of a team.
- Familiarity with statewide agencies and resources for homeless and at-risk populations.
- Must be able to work with diverse cultural and socio-economic backgrounds.
- Strong organizational skills.
- Maintains professional boundaries at all times.
- Maintains confidentiality regarding callers.
- Good computer skills.
- Fluency in English and Spanish or Portuguese required.

### **Physical Demands**

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 regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

The employee frequently lifts and/or moves binders of printed material. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Competencies:**

1. Ability to deliver services in the manner that supports Casa Myrna's philosophy of service.
2. Knowledge of the dynamics of domestic violence and available resources.
3. Ability to take initiative on behalf of hotline callers.
4. Cultural competency-- understanding the concept of diversity and inclusivity.
5. Commitment to the issue of domestic violence.

**Salary: \$15.94**

**Location: Boston (South End), MA**

**Approx Start Date: ASAP**

Casa Myrna is an equal opportunity employer committed to workforce diversity.  
Please submit cover letter, resume and salary requirements to [jobs@casamyrna.org](mailto:jobs@casamyrna.org)