



## **JOB DESCRIPTION**

### *Crisis Line and Medical Backup Advocate - Evening/Overnight, Weekend & Holiday* Work Remotely

NELCWIT's Evening/Overnight, Weekend and Holiday Advocates provide coverage for our domestic and sexual violence crisis line and medical advocacy at area hospitals. For evening/overnight, weekend and holiday shifts there are always two positions on call: the Primary Advocate and the Backup Advocate. The Backup Advocate provides support for the Primary Advocate and fills in for the Primary Advocate when necessary. This position provides weekday overnight coverage 6pm-9am Monday through Friday (shift ends Saturday 9am), and 24-hour coverage on weekends starting Saturday at 9am through Monday morning at 9am; holidays are also 24-hour shifts. Applicants are welcome to indicate whether you are interested in specific types of shifts (weekday or weekend), or would like to be considered for both. The Hotline and Medical Backup Advocate position provides support and case consultation to the Primary Advocate and answers NELCWIT's hotline from home, when needed, using an agency cell phone. This position is paid a fixed amount per shift, with an additional hourly rate for active time on calls, providing hospital advocacy, and completing related paperwork.

#### **Responsibilities:**

1. Provide support and case consultation to the Primary Advocate on issues regarding domestic and sexual violence.
2. Ability to answer the hotline, when needed (e.g. when the Primary Advocate is busy helping another client), providing support, crisis counseling, and information and referrals to people who have experienced sexual and/or domestic violence.
3. Ability to respond to medical advocacy requests at Greenfield and Athol hospitals in order to provide advocacy for individuals who have experienced sexual assault.
4. Complete and turn in all paperwork in a timely fashion.
5. Provide follow-up information when needed.
6. Additional tasks consistent with job description as assigned by supervisor.
7. For all home/cell-phone shifts (Evening/Overnight and some Holidays).
  - Must be able to stay within 60 minutes of Greenfield and 90 minutes of Athol hospitals.
  - Must be able to answer calls in a quiet space where you will not be interrupted.
  - Must be located in an area with clear and consistent cell phone service for the duration of each shift.
  - Must have access to own phone and/or internet source, in case of failures in agency-provided cell phone.

#### **Skills Required:**

- Thorough understanding of the dynamics of domestic and sexual violence.
- Ability to provide support, crisis counseling, safety planning, information and referrals, and assess a caller's level of danger.
- Basic computer literacy.
- Knowledge of Franklin County and North Quabbin area and local resources.
- English/Spanish bilingual a plus.

**Qualifications:**

- Massachusetts Rape Crisis Certification or ability to become certified. Training time will be paid.
- Associate’s degree and/or relevant life and work experience.
- Strong understanding of issues regarding gender-based violence and oppression.
- Comprehensive understanding of survivor trauma and the dynamics of domestic violence and sexual assault, dating violence, and stalking.
- Ability to model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and community.
- Ability to handle work related stress and crisis associated with client service delivery in a calm, professional and composed manner.
- Commitment to social change through active participation in fighting against racism, classism, homophobia, ableism, ageism and all oppression.
- Willingness to learn about, and actively use, multicultural awareness and understanding in daily work.

**Hours and Rate of Pay:**

Advocates are scheduled, whenever possible, for a full week (five overnights) or weekend (two 24-hour shifts) at a time. The shift rate is paid for **each** overnight or 24-hour shift worked.

Overnights Monday-Friday	6pm-9am (shift ends 9am Saturday)	\$20.75/shift
24-hour coverage on weekend	9am Saturday -9am Monday	\$42.00/shift
24-hour shifts holidays and snow days	9am-9am	\$57.06/shift
Active time during shifts on calls, medical advocacy visits, completing paperwork		\$15.00/hour (starting)*

\* Advocates who are already NELCWIT union members will be paid at their current hourly rate

**This is a direct service position and is unionized under SEIU Local 509.**

**NELCWIT accepts applications by mail or email:** Please send a cover letter and resume that outline your qualifications to:

**NELCWIT**  
PO Box 520, Greenfield, MA 01302

OR

**Email:** [jobs@nelcwit.org](mailto:jobs@nelcwit.org) (Please include the job title in the email subject line)

**NELCWIT is an equal opportunity provider and employer. People of color are encouraged to apply. AA/EOE/ADA.**