



JOB DESCRIPTION

Crisis Line and Medical Advocate Evening/Overnight, Weekend & Holiday Work Remotely

NELCWIT's Evening/Overnight and Weekend Advocates provide coverage for our domestic and sexual violence crisis line and medical advocacy at area hospitals. This position provides nightly overnight coverage Monday 6pm through Saturday 9am, and 24-hour coverage starting Saturday at 9am through Monday morning at 9am. Please indicate whether you are interested in specific types of shifts (weekday vs weekend) or would like to be considered for both. The Crisis Line and Medical Advocate answers NELCWIT's hotline from home, using an agency cell phone, and is paid a fixed rate per shift, with an additional hourly rate for active time spent answering calls, providing hospital advocacy, and completing required paperwork.

Responsibilities:

1. Answer hotline, providing support and crisis counseling for people who have experienced sexual and/or domestic violence.
2. Provide information and referrals regarding NELCWIT programs and community services.
3. Provide follow-up information, when needed.
4. Respond to medical advocacy requests at Greenfield and Athol hospitals in order to provide advocacy for individuals who have experienced sexual assault.
5. Complete and turn in all paperwork in a timely fashion.
6. Additional tasks consistent with job description as assigned by supervisor.
7. For at home/cell-phone shifts (Evening/Overnight, Weekend 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.
- Relevant education and/or relevant life and work experience preferred, but not required.
- 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.

SHIFT	HOURS	RATE
Overnights Monday-Friday	6pm-9am (shift ends 9am Saturday)	\$31.13/shift
24-hour coverage on weekend	9am Saturday-9am Monday	\$62.50/shift
24-hour shifts holidays and snow days	9am-9am	\$77.81/shift
Active time during shifts on calls, medical advocacy visits, completing paperwork		\$15.00/hour (starting)*

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

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