



**POSITION/TITLE:** HOTLINE ADVOCATE

**REPORTS TO:** DIRECTOR OF HOTLINE & VOLUNTEER SERVICES

**POSITION STATUS:** FULL TIME/NON-EXEMPT

**JOB SUMMARY:** The Hotline Advocate is a critical position in the effective service delivery to victims of crime accessing the Washington State Crime Victim Service Center Hotline (WACVSCH). Victim Support Services (VSS) believes in providing compassionate and victim-centered services that are culturally competent and linguistically appropriate to all individuals using the hotline. VSS is dedicated to ensuring that victims of crime and/or the loved ones of crime victims are treated with respect and dignity, receive the best care from our advocates, and highest quality information and referral assistance.

**KEY RESPONSIBILITIES:**

**ADVOCATE DUTIES**

**Advocacy Service**

- Respond to calls on the Hotline, including text messaging, website, email and via the TTY machine, to assess callers' safety, provide crisis intervention, information, referrals, and advocacy
- Provide primary and consistent coverage on the hotline between the hours of 9am-5pm
- Refer and respond to service providers
- Provide advocacy services to clients who come into the office
- Provide advocacy support to clients assigned by Directors as needed
- Participate in agency sponsored and external trainings on victimization issues

**Documentation/Data collection**

- Document calls and follow up's in accordance with agency policies
- Send proper follow-up/warm referral documentation to advocates and statewide partners in accordance with agency policies
- Enter data into InfoNet Reporting System
- Responsible for maintaining the WACVSCH database, and ensure data collection is timely and accurate
- Maintain and update the WACVSCH Resource Guide(s)

**Coordination of Crisis Hotline**

- Maintain cooperative working relationships with Victim Support Services programs and other Crime Victim Service Centers in Washington State
- Research, assemble and present training and resource materials for the on call advocates
- Assemble and process orders for brochures and grief materials ordered by outside agencies

PO Box 1949, Everett, WA 98206  
Phone 425.252.6081, Fax 425.259.1730, TTY 425.259.0784 [www.victimsupportservices.org](http://www.victimsupportservices.org)

**24-Hour Crisis Hotline: 888.288.9221**

*Victim Support Services is a 501(c) (3) charitable organization. EIN Number: 91-0993005.  
Whatcom & Skagit Office: 1155 N. State St., #605, Bellingham, WA 98225  
King County Office: 16720 SE 271st St., #102 Covington, WA 98042*

## ADMINISTRATIVE DUTIES

- Maintain and update website and blog in coordination with the Director of Statewide Hotline Services. Website and blog are reviewed by the Director of Statewide Hotline Services
- Collect materials and assist in recruitment for events
- Develop and coordinate flyers and invites for community events
- Assist and attend outreach and awareness events
- Undertake other tasks, as designated

**Other:** Must comply with agency requirements of strict client confidentiality; professional ethics and agency policies and procedures. Must participate in the following but not limited to: weekly and monthly staff meetings; trainings (travel often required); fundraising events; community fairs; client events, outreach efforts and other events as directed by Administration.

## **MINIMUM REQUIREMENTS:**

- High school diploma
- Excellent organizational and communication skills, both oral and written
- Participation as a team player and sensitive to issues of diversity
- Computer knowledge of MS Office products, email systems, and social media
- Comfortable with learning new software programs. Knowledge of Wordpress, WIX and ETapestry a plus
- Ability to work independently, prioritize tasks and meet deadlines with solid organizational, analytical, and problem solving skills
- Professional approach and demeanor that sets a professional tone for the office and ability to work collaboratively with staff, board, volunteers, clients, public, vendors, and funders
- Ability to maintain confidentiality of sensitive information

## **CONDITIONS OF EMPLOYMENT:**

- Valid Washington State driver's license, insurance and automobile
- Washington State Patrol Background Check
- Complete 40-hour Core Advocacy Training
- Participate in agency required annual training

## **TO APPLY:**

Send your cover letter and resume to Leslie McPherson, Director of Hotline & Volunteer Services at [leslie@victimsupportservices.org](mailto:leslie@victimsupportservices.org)

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