



**POSITION/TITLE:** HOTLINE ADVOCATE

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

**POSITION STATUS:** ON-CALL/HOURLY/NON-EXEMPT

**HOURS:** 16-HOUR WEEKDAY SHIFTS FROM 5PM– 9AM, AND 24-HOUR WEEKEND SHIFTS FROM 9AM-9AM

**COMPENSATION:** \$50 PER 16-HOUR OVERNIGHT SHIFT, \$75 PER 24-HOUR WEEKEND SHIFT, PLUS ADDITIONAL PER CALL RATE.

**JOB SUMMARY:** The Hotline Advocate is a critical position in the effective service delivery to victims of crime in Washington State. Through the Washington State Crime Victim Service Center 24-hour hotline, crisis intervention, information and appropriate referrals enables victims of crime to access critical services. Under the daily supervision of the Director of Hotline & Volunteer Services, this position requires communication and collaboration with the Director of Hotline & Volunteer Services, VSS advocates, service providers and partners throughout Washington State. This job primarily involves responding to hotline calls during non-business hours from your own home using agency provided cell phone.

**KEY RESPONSIBILITIES:**

**ADVOCATE DUTIES**

**Advocacy Service**

- Provide emotional support, information, referrals, and advocacy. Utilize crisis intervention strategies to assess callers' needs and safety
- Provide support and backup to VSS Advocates during business hours as needed
- Provide referrals to appropriate agencies, follow up and respond to service providers

**Documentation/Data collection**

- Document calls and follow up's in accordance with agency policies
- Send proper follow-up documentation to Director of Hotline & Volunteer Services, advocates and statewide partners in accordance with agency policies
- Enter data into InfoNet Reporting System

PO Box 1949, Everett, WA 98206  
Phone 425.252.6081, Fax 425.259.1730, TTY 425.259.0784 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*

**COMMITMENT:**

- Hotline advocates will be expected to take on average about five to six, 16-hour, weekday shifts, and two to three 24-hour, weekend and/or holiday shifts per month totaling no more than 8 shifts
- Hotline advocates will be expected to participate in a monthly Hotline & Volunteer Services meeting in person on the third Monday of each month at 6pm at our VSS Administration Office in Everett

**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: trainings (travel often required); and other events as directed by Administration. Must have access to computer and internet from home.

**MINIMUM REQUIREMENTS:**

- Bachelor's Degree or High School Diploma and/or two years equivalent experience
- Must successfully complete the 40-hour pre-service advocacy training plus on the job training provided by VSS before responding to a victim of crime
- Excellent organizational and communication skills, both oral and written
- Ability to maintain confidentiality of sensitive information
- Participation as a team player and sensitive to issues of diversity
- Computer knowledge of MS Office products (Word and Excel), and email systems.
- 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, clients, public, vendors, and funders

**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:**

Please send your cover letter and resume to Leslie McPherson, Director of Hotline & Volunteer Services at [leslie@victimsupportservices.org](mailto:leslie@victimsupportservices.org) or fax to 425.259.1730.

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