



SANKOFA HOTLINE SUPPORT STAFF

SUMMARY

Scope: This position directs telephone crisis response and systems of support and referral for victims/survivors of domestic and/or sexual violence by answering the Greater Richmond Regional Hotline (GRRH). Establishes and maintains effective and efficient communication strategies to ensure superior client service. Establishes care and understanding by exercising the willingness to listen carefully to each caller.

DUTIES

Essential Functions: (Essential functions may include, but are not limited to the functions listed below)

- Answers and responds to the Hotline telephone calls.
- Provides services in a professional manner
- Documents all calls answered; maintain accurate demographic and other statistical information according to policies and procedures, as well as in compliance with regulatory and funding sources.
- Provides information and referral services to domestic violence and sexual assault callers by answering the Hotline
- Assists in processing new residents by completing Intake forms, reviewing shelter policies and procedures; helps residents identify resources for transportation to appointments, court, etc.; and completes exit forms and reviews follow-up services.
- Attend trainings that would increase knowledge and skills in providing effective services.
- Performs other duties as assigned.

The position reports to the Program Director.

QUALIFICATIONS

Education and Experience:

- One year certificate from college or technical school; three to six months related experience and/or training; or equivalent combination of education and experience.

Skills/Requirements:

- Must have outstanding communication skills: using appropriate language (verbal and written).

- Must be able to articulate and demonstrate a clear understanding of domestic and sexual violence, dynamics and intervention.
- Detail oriented & strong organizational skills, with the capacity to develop and manage systems that ensure accurate and timely follow-up as well as documentation.
- Knowledge of computer and office equipment, including Microsoft Word and Outlook.
- Considerable knowledge of community resources and referral networks,