



Bilingual Rape Crisis Hotline Advocate

Remote overnight shift position provides crisis intervention support to survivors of sexual violence on our online chat/text Helpline.

Schedule:

1. Flexible schedule required, including overnight or third shift availability.
2. This position will take three or four 24-hour on-call shifts per week, including weekends and holidays. Hours worked will vary from month to month depending on coverage needs which may be assigned by the Advocacy Program Manager.
3. At all times during 24-hours shifts, must be available to answer texts and chats that come through the online helpline.
4. Shifts can be done remotely. On-site training required.

Responsibilities:

1. Provide direct services via the Online Helpline (OHL) to English- and Spanish-speaking clients.
2. Work with Client Services Team (CST) to enter client data and create reports.
3. Provide supportive, trauma-informed crisis response and case management services (including but not limited to safety planning and support for sexual violence protective order preparation) to individuals impacted by sexual violence.
4. Provide appropriate resources and referrals to meet the needs of individuals and families in crisis.
5. Dispatch advocates to hospital response/advocacy as needed by contacting Companion volunteers or Staff on Call (SOC).
6. Conduct client follow-up in person, via phone, and through email.
7. Work as a team member with other staff and volunteers in order to achieve the mission of the Center.
8. Complete all relevant trainings and other tasks as required by the Client Services Director and Advocacy Program Manager.
9. Participate and engage in staff meetings and retreats, in-service training, and regular supervision with the Advocacy Program Manager.
10. Maintain client records.
11. Maintain appropriate standards of confidentiality.

Qualifications Required:

1. Bilingual in English & Spanish **required**.
2. Work experience in human services or a related field.
3. Demonstrated effectiveness in communicating ideas clearly, both verbally and in writing.
4. Demonstration of cultural awareness, sensitivity, and competency.
5. Experience working with people from diverse backgrounds.
6. Strong organizational and problem-solving skills.
7. Completion of OCRCC Companion Training.

Qualifications Preferred:

1. Experience providing assistance to survivors of sexual violence.
2. Crisis intervention experience.
3. Knowledge of the criminal and civil justice processes.
4. Familiarity with community resources available for survivors of sexual violence.
5. Experience working on teams.

Reports to: The Advocacy Program Manager of the Orange County Rape Crisis Center

Pay per shift: \$75.00 per on-call shift covered. Wage rate of \$15 per hour goes into effect **after** responding to a client for more than 5 hours.

Hours: Shifts are based on those assigned by Advocacy Program Manager and/or the Client Services Director.

Funding: The Online Helpline Assistant is funded through the NC Governor's Crime Commission VOCA grant program, renewable on a biannual basis.

Resignation: The OHLA must give at least 4 weeks of notice prior to terminating employment with OCRCC.

The Orange County Rape Crisis Center's mission is to stop sexual violence and its impact through support, education, and advocacy. We envision a just and equitable world free of sexual violence and all other forms of oppression. Our values include professionalism, excellence, accessibility, social justice, community involvement, self-care, and empowerment.

This position is considered part-time, non-exempt in accordance with the Fair Labor Standards Act, and requires a flexible schedule.

The Orange County Rape Crisis Center is committed to fostering the leadership of people of color, Native people, immigrants and refugees, low-income people, LGBTQ+ and trans people, people with disabilities, survivors of sexual and/or domestic violence, and people living in the many intersections of these experiences. We strongly encourage people from these communities to apply and will not discriminate on the basis of race, ethnicity, color, socioeconomic class, gender identity, gender expression, sexual orientation, sex, religion, disability status, citizenship status, age, veteran status, or national origin.*