



National Indigenous Women's Resource Center

Job Description: Native Hotline Advocate

BASIC INFORMATION	
Job Classification	
Hiring Range	
Funding Source	
FLSA Status	Non-Exempt
Provisional Period	
Job Title	Advocate
Location	Austin, TX
Department	Native Helpline
Position Type	<input type="checkbox"/> FT-Salaried <input checked="" type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
Reports to	Assistant Director
Supervises	
Shift	
Job Type	

GENERAL POSITION PURPOSE STATEMENT - JOB DESCRIPTION SUMMARY

The Native Hotline Advocate (FT) is a member of the Native Hotline Program Team and is supervised by the Assistant Director of Native Hotline (Assistant Director).

The Hotline Advocate (FT) responds to incoming calls on the Native Hotline from victims, advocates, general public and service providers and provides crisis intervention, referrals, information and problem solving to all callers.

The Native Hotline Advocate (FT) is scheduled for a 40-hour week. Required meetings may necessitate attendance during hours outside of the Hotline Advocate's regular schedule.

This position requires a high level of empathy and sensitivity to all incoming inquiries.

Essential Responsibilities/Duties

- Provide crisis intervention, safety planning, education, advocacy and referrals to callers as appropriate.
- Collects demographic information on all calls (including TTY calls), enters caller's needs and caller's situations into caller application and documents referrals given to callers;
- Refers unresolved problems between service providers and the Native Hotline callers to Assistant Director.
- Assist program administration in keeping the database system updated by reporting all changes to be made in service provider information.
- Participates in any Native Hotline evaluation efforts.
- Assist in overall office administration and maintenance, including answering the phone and maintaining common areas as necessary.

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.

Job Requirements and Responsibilities

- A High School Diploma or equivalent is required; college degree in social work or related field preferred. Professional and/or personal experience may substitute for educational requirements. (Equivalency formula: two years of experience is equal to one year of education.)
- One year experience in social services preferred.
- Six months experience providing crisis intervention preferred.
- Experience/familiarity with computers. Knowledge of Word for Windows and Access preferred.
- Ability to attend required meetings which may be scheduled during hours outside of the Advocate's regular schedule.
- Ability to manage time and complete multiple activities within a time frame.
- Demonstrated ability to manage high stress situations.
- Ability to work as a team member, providing support and constructive feedback in interpersonal interaction.
- Demonstrates initiative and the ability to be flexible and creative.
- Ability to work with people from a variety of backgrounds and experiences.
- Ability to adjust work hours to requirements of the organization including occasional overtime as needed.
- Ability to respond with empathy and support to victims in crisis situations and with sensitivity and awareness to diverse cultural, ethnic and social backgrounds, values, attitudes and languages.
- Commitment to concept of local, community, volunteer-based delivery of human services by domestic violence shelters.
- Commitment to Native Hotline program philosophy.
- Understanding of an empowerment-based advocacy model of services.
- Knowledge of the history of the battered women's movement in Texas and the United States and the particular impact on Native Americans.
- A consistent positive solution-oriented response that includes communicating about challenges to the appropriate person in a constructive and productive manner.
- Intentionally and actively fostering positive working relationships and organizational culture
- Ability to be flexible, if needed, to work outside of normal business hours.

Other Requirements/Working Conditions

- Must relocate to (or already residing) in Austin, Texas for initial two-year training and startup, then relocate to permanent Helpline office in Tulsa, Oklahoma.
- Experience living and/or working in Native communities preferred.
Deeply rooted in Indigenous thought and culture and informed by high-quality research and approaches.
Knowledge of tribal, state and national advocacy organizations working to effect social change and that address the issue of violence against Native women.
- Ability to read, write and converse in English.
- Must have emotional and physical stamina to tolerate prolonged sitting or standing to deal with a variety of stressful situations, including responses to complaints, difficult requests from programs and individuals in crisis, and internal and external interactions, to effectively work long and at times odd hours, while maintaining a sense of humor.
- Works in a normal office environment with minimum exposure to dust, noise, or temperature extremes. Requires bending, stooping, lifting and carrying objects up to 25 pounds, with or without accommodations.

The above statements are intended to describe the general nature and minimum level of work being performed. They are not intended to be construed as exhaustive of all duties, responsibilities and skills required for the position. The employee will be required to perform any other job-related duties as required by the job objectives, the Assistant Director, and the mission and philosophy of the Native Hotline. This description does not modify any employee's at-will-status and is not a contract for continued employment of any duration.

Signature _____
FT Native Hotline Advocate

Date _____

Signature _____
Assistant Director of Native Hotline

Date _____



Employment Application

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

_____ *City State ZIP Code*

Phone: _____ Email: _____

Date Available: _____ Social Security #: _____

Position Applied for: _____

Tribal Affiliation: _____ Enrolled or Descendant: _____ Tribal Enrollment Number: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a crime? YES NO

If yes, explain: _____

Are you currently or have you ever been on any federal contracting exclusion list? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____



Employment Application

References

Please list three professional references.

Full Name: _____ Relationship: _____
Company: _____ Phone: _____
Address: _____

Full Name: _____ Relationship: _____
Company: _____ Phone: _____
Address: _____

Full Name: _____ Relationship: _____
Company: _____ Phone: _____
Address: _____

Previous Employment

Company: _____ Phone: _____
Address: _____ Supervisor: _____
Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____
Address: _____ Supervisor: _____
Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO



Employment Application

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I authorize The National Indigenous Women's Resource Center to verify employment and conduct a background check.

Applicant Signature: _____ Date: _____

Return to:
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Website: www.niwrc.org Email: apply@niwrc.org