



WOMEN IN DISTRESS
OF BROWARD COUNTY, INC.
JIM & JAN MORAN FAMILY CENTER

Job Posting

Date: 7/30/2019

Women In Distress is the only nationally accredited, state-certified, full service domestic violence center serving Broward County, Florida. Our mission is to stop domestic violence abuse for everyone through intervention, education and advocacy.

All employees of Women In Distress are considered “essential” and as such may be required to be available to remain onsite and/or required to assist during emergencies, extreme weather conditions and other critical times.

Job Title: Crisis Hotline Advocate

Reports To: Crisis Hotline Supervisor

Salary Range: \$15.00 per hour

Days/Hours:

Monday, Wednesday, Thursday, Friday, 12:00 pm to 9:00 pm and Saturday, 9am - 6pm

Workplace Location(s): Deerfield Beach, FL

Qualifications:

- High school diploma and a minimum of one years’ experience in a related field preferred.
- Must be computer literate, including maintaining a typing speed of 30 wpm and computer program management skills.
- ***Bilingual required.***
- Candidates must have flexibility in working hours and the willingness to work holidays as they coincide with regular shifts, and possess an acceptance and respect for cultural diversity, sexual orientation, and religious backgrounds.
- Candidates must be able to work independently, demonstrate good listening and empathic skills, be able to multi-task and possess strong oral and written communication.

General Job Description:

The Crisis Hotline Advocate is responsible for effectively and efficiently meeting caller's unique needs on Women In Distress' 24 hour crisis hotline. Utilizing best practice models, the Crisis Hotline Advocate provides various services, including domestic violence information, crisis de-escalation and intervention, safety planning and connecting callers to internal as well as external resources. The Crisis Hotline Advocate is responsible for working in coordination with the Crisis Hotline Supervisor to facilitate emergency shelter admittance and alternative shelter accommodations as needed. Data entry skills are key as the Crisis Hotline Advocate is responsible for accurately capturing all components of service and administrative calls.

Crisis Hotline Advocate must maintain a high level of active listening skills and an ability to communicate information effectively.

Additional requirements: Employee will be required to take the Florida Coalition Against Domestic Violence (FCADV) Core Competency training and obtain a passing grade of 75% or higher.

To Apply: Send letter of interest & updated resume to hotline@womenindistress.org with a copy to employment@womenindistress.org.

Women In Distress does not discriminate by reason of race, sex, color, age, national origin, religion, mental or physical ability, sexual orientation, gender identity, veteran or military reserve status, immigration status, or language spoken. All room assignments, activities, programs, etc. are provided in a non-discriminatory manner. Applicants with disabilities who may need accommodations are encouraged to contact Diane Smith, Human Resources Manager at 954-760-9800 ext. 1034 5 days prior to scheduled interview, so that reasonable accommodations may be coordinated.

Date position will be available: Immediately