



Bilingual Crisis Line and Counseling Advocate Job Description

Organization Description: NELCWIT's mission is to eradicate domestic and sexual violence through programs that directly support survivors and by collaborating with others to build safe, anti-racist, just communities where all people have dignity and the opportunity to thrive. NELCWIT is a 501(c)3 nonprofit organization. Direct service employees are members of the local SEIU 509.

Job Summary: The Bilingual Crisis Line and Counseling Advocate is a member of NELCWIT's counseling and advocacy team. This dual role is scheduled for 35 hours weekly, split equally between providing counseling to a small caseload of clients and managing the crisis line and walk-in clients on designated days. The position is based in Greenfield with occasional travel to the Orange office. It reports to the Program Manager and is part of NELCWIT's collective bargaining unit, SEIU 509.

Essential Job Functions:

Crisis Line Advocacy (50%):

- Provide support and advocacy on NELCWIT's crisis line for survivors of domestic and dating violence, sexual assault, and stalking.
- Complete all necessary paperwork promptly, including case records and other data required by the agency.
- Develop safety plans for new and ongoing clients and provide information and referral services to local outside agencies.
- Provide medical advocacy for sexual assault survivors as needed during scheduled shifts.

Counseling Advocacy (50%):

- Provide individual and group support services, crisis intervention, and short-term counseling for individuals and families impacted by domestic and dating violence, sexual assault, and stalking.
- Develop plans for supporting clients, including safety plans, and provide information and referrals for ongoing services.
- Provide resources and referrals to survivors regarding housing, basic needs, and other community support services.
- Collaborate with Safe Plan advocates, police, hospital staff, and court personnel during daytime hours to assist sexual and domestic violence survivors with emergency needs.
- When not providing direct client services, develop and update materials and work on projects to improve or enhance the quality of services for survivors.

Program and Administrative Responsibilities:

- Meet regularly with the Clinical Supervisor and Program Manager.
- Attend scheduled meetings and in-service training as required by the agency and funding agencies.



The policies of NELCWIT prohibit any form of unlawful discrimination on the basis of race, color, religion, creed, sex, gender, gender identity or gender expression, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, genetic information, and any other class of individuals protected from discrimination under state or federal law with respect to employment, volunteer participation and the provisions of services.



- Provide emergency coverage for the crisis line and direct services when necessary.
- Maintain case records and other data required by the agency.
- Complete all paperwork as required by the agency and other funding sources.
- All other job responsibilities assigned are consistent with the mission of serving survivors and eradicating violence and will be designated by supervisors.

Qualifications:

- Bilingual: Fluent in English and Spanish
- Comprehensive understanding of survivor trauma and the dynamics of domestic violence and sexual assault, dating violence, and stalking.
- Basic computer literacy and willingness to use data entry software programs for data collection.
- Personal, professional, or educational experience with understanding domestic and sexual violence is highly valued.
- Demonstrated knowledge about empowerment advocacy and system change.
- Ability to model and uphold appropriate boundaries with clients, coworkers, supervisors, and the community.
- Ability to handle work-related stress and crises in a calm, professional, and composed manner.
- Commitment to ending systemic and interpersonal violence and promoting social change by actively fighting sexism, racism, classism, homophobia, ableism, ageism, and all other oppression.
- Willingness to learn about and actively use multicultural awareness and understanding in daily work.
- Valid Driver's License and access to reliable transportation.
- Knowledge of the Franklin County area and resources.

Position Status:

- Union position with SEIU 509.
- Position reports to the Program Manager.
- Hours of Employment: Monday to Friday, 35 hours per week; Occasional weekends and evening hours.
- Start Date: Determined based on applicant availability.
- Pay Scale: \$24.30 per hour.

Benefits:

- Health Insurance: Employer pays 70% of the monthly premium.
- Dental Insurance: Employer pays 50% of the monthly premium.
- Health Flex Spending Account: Optional pre-tax employee deduction.
- 403(B) Retirement: 1% of employee salary automatically contributed by employer after completion of a probationary period.
- Short- and Long-Term Disability: Employee is eligible after six months. Paid by employer.
- 16 paid holidays.
- Paid time off starts at six weeks per year and increases with seniority.



The policies of NELCWIT prohibit any form of unlawful discrimination on the basis of race, color, religion, creed, sex, gender, gender identity or gender expression, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, genetic information, and any other class of individuals protected from discrimination under state or federal law with respect to employment, volunteer participation and the provisions of services.



NELCWIT accepts applications via email:

Please email a **cover letter and resume to jobs@nelcwit.org** outlining your qualifications for the position and your reason for interest.

**Resumes submitted without a cover letter will not be considered.
Closing Date for Resumes: Open until filled.**

NELCWIT is a scent/fragrance-free environment.

NELCWIT is an equal opportunity provider and employer.

We invite individuals with lived experience who are part of communities historically denied a full opportunity in economic, social, and civic life to apply. These communities include , but are not limited to, BIPOC, LGBTQIA2S, persons with disabilities, and persons adversely impacted by multigenerational poverty or other inequality. AA/EOE/ADA.



The policies of NELCWIT prohibit any form of unlawful discrimination on the basis of race, color, religion, creed, sex, gender, gender identity or gender expression, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, genetic information, and any other class of individuals protected from discrimination under state or federal law with respect to employment, volunteer participation and the provisions of services.