

## **FamilyTime Crisis & Counseling Center Job Description**

**Job Title:** Bilingual Hotline Advocate  
**Department:** Counseling Center  
**Reports To:** Director of Client Services  
**Job Status:** Full-Time or Part-Time

### **Position Summary:**

This position is responsible for answering agency hotline phone calls during posted office hours; scheduling client counseling appointments and classes; greeting incoming clients and assisting walk-in clients; receiving incoming donations; and assisting other staff with additional duties as needed.

### **Essential Duties and Responsibilities include the following:**

- Answer multi-line crisis hotline during posted office hours – Monday through Thursday 9am to 5pm; Friday 9am to 3pm (*provides and/or assists victims with accessing emergency services such as crisis intervention, information & referrals, emergency shelter, counseling, group support, case management, and legal advocacy*)
- Provide face-to-face crisis intervention services to walk-in clients as needed
- Schedule client counseling appointments and classes
- Tallying monthly hotline call logs & inputting monthly client survey data
- Create files for new clients
- Assist donors who are dropping off donations
- Attend staff development and trainings as required
- Other duties as assigned

### **Education and Work Experience:**

Associate's degree or equivalent from two-year college or technical school and/or one year experience in related field preferred,

### **Language Ability:**

**Bilingual (English/Spanish) is required.** Ability to write, read and comprehend simple instructions, short correspondence, and memos; Ability to write reports, business correspondence; Ability to effectively present information and respond to questions from groups of managers, clients, or employees of organization.

**Computer Skills:**

Proficient in Microsoft Office Suite, E-mail, Database, etc.

**Requirements:**

- Maintain current, valid driver’s license at all times
- Have reliable transportation to arrive at work on-time daily
- Be able to lift at least 25 pounds

*The above job description is not intended to be an all-inclusive list of duties and standards of the position. The employee will follow any other instructions, and perform any other related duties as assigned by their supervisor. This job description is subject to change at the discretion of the agency.*

Signature: \_\_\_\_\_  
Hotline Advocate

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
Director of Client Services

Date: \_\_\_\_\_