

Crisis Services
Job Description

Title: NYS D/SV Hotline Counselor (Full Time)

Immediate Supervisor: NYS D/SV Hotline Supervising Counselor

Program: Advocate Program/ Crisis Counseling Program

Summary of Duties:

Provide immediate support, information, referral, telephone counseling, safety planning and advocacy to callers on the New York State Domestic and Sexual Violence Hotline. Maintain a working knowledge of current information in regards to sexual violence, domestic violence; state wide resources and procedures.

Responsibilities:

1. Possess strong knowledge of domestic violence and sexual violence
2. Respond effectively to callers who utilize the New York State D/SV Hotline
3. Provided quality crisis intervention, crisis supportive counseling, advocacy services, information and referral services and safety planning for all callers
4. Ensure effective response for Spanish and/or non English speaking callers
5. Acquire an expert knowledge of NYS D/SV resources
6. Log all required call into I carol system
7. Provide consultation as needed to other State wide providers who access the hotline
8. Meet bi-weekly with supervisor
9. On Call Responsibilities as assigned
10. Participate in mandatory agency meetings and quality assurance activities
11. Other duties as assigned by supervisor or coordinator

Qualifications:

Bachelor's degree in human services, social work, or similar field, 2 or more years of experience working in human service field, preferred experience working with domestic violence and/or sexual violence survivors.