



Position Description

Program	Voices Against Violence
Title	After Hours Hotline Advocate
Reports to	Associate Director
Supervises	None
Remote / Hybrid	Direct service on-site/based on business needs.

Job Summary

The After-Hours Hotline Advocate provides crisis intervention, emotional support, safety planning, and resource referrals to individuals experiencing domestic violence outside of regular business hours. This role is critical in ensuring survivors have access to immediate, confidential support at all times.

Summary of Essential Job Functions

- Answer and respond to crisis hotline calls in a timely, compassionate, and nonjudgmental manner.
- Maintain confidentiality in all survivor matters, direct interaction, written information, discussion, etc.
- Provide immediate emotional support and active listening to survivors of domestic violence.
- Conduct risk assessments and assist callers in developing personalized safety plans.
- Offer information about shelter services, legal options, and community resources.
- Coordinate emergency shelter intakes when appropriate.
- Collaborate with on-call staff, law enforcement, or emergency services when necessary.
- Maintain accurate, confidential documentation of all hotline interactions.
- Send daily reports to the Program Director, Associate Director, and Program Specialist.
- Respond to any after-hours shelter emergencies, issues or conflicts as deemed necessary and appropriate.
- Participate in supervision meetings regularly as deemed by the Associate Director.
- Partake in skill development opportunities.
- Check in with other staff prior to after-hour shifts for any needed information necessary for your shift.
- Complete all necessary paperwork and return to office in a timely manner.
- Contribute to the smooth management of the program and organization.
- Other duties as requested.

Minimum Requirements, Knowledge, Skills and Abilities:

- A High School Diploma/GED required; Associate's degree in social work, psychology, or related field preferred.
- Experience in crisis intervention, advocacy, or working with survivors of domestic violence is highly desirable.
- A commitment to valuing diversity and contributing to an inclusive working and learning environment.
- A highly motivated and responsible individual with the ability to relate to a wide variety of people in a non-judgmental, positive, and competent manner.
- Must demonstrate good organizational and crisis intervention skills, including the ability to remain calm and make sound decisions in high-stress situations.

- Effective verbal and written communication skills required; bilingual abilities are a plus.
- Will demonstrate an understanding of and commitment to the Mission and Guiding Principles of Voices against Violence.
- Confidentiality in all program and CVOEO manners.
- Provide and receive appropriate feedback, address and manage conflict and maintain professionalism.
- Willingness and ability to work independently during overnight or weekend shifts.
- Must have a valid driver's license, clean driving record and access to reliable transportation and willingness and ability to travel within the CVOEO service area.
- Ability to uphold safety standards.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

HR use only			
Union Status	Non-union	Hiring Range	\$22 to \$24.25
FLSA Status	Non-exempt	Reviewed	June 2026



Physical Demands: Voices Against Violence After Hours Hotline Advocate

The physical demands described here are representative of those that an individual must meet in order to successfully perform the essential functions of this job. CVOEO will make reasonable accommodations to enable individuals with disabilities to perform these functions.

In an 8 hour workday, this job requires:

N = Never (0 hours per day)

R = Rarely (less than ½ hours per day)

O = Occasionally (½ to 2.5 hours per day)

F = Frequently (2.5 to 5.5 hours per day)

C = Continually (5.5 to 8 hours per day)

Lifting/Carrying (Amount of force exerted to lift and/or carry)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Pushing/Pulling (Amount of force exerted to push and/or pull)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Postures/Movements

Sitting (circle one):	N	R	O	F	C
Standing (circle one):	N	R	O	F	C
Walking (circle one):	N	R	O	F	C
Stooping, kneeling, crouching (circle one):	N	R	O	F	C
Reaching and/or grasping (circle one):	N	R	O	F	C
Hand/finger dexterity (circle one):	N	R	O	F	C
Climbing and/or balancing (circle one):	N	R	O	F	C
Carrying, pushing and/or pulling (circle one):	N	R	O	F	C

Cognitive/Sensitive

Talking (circle one):	N	R	O	F	C
Hearing (circle one):	N	R	O	F	C
Sight (acuity) (circle one):	N	R	O	F	C
Touch (circle one):	N	R	O	F	C

Smelling/tasting (circle one):	N	R	☒	F	C
Occupational Aspects/ Work Environment					
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. CVOEO will make reasonable accommodations to enable individuals with disabilities to perform these functions.					
Working Inside (circle one):	N	R	☐	F	☒
Working Outside (circle one):	N	R	☒	F	C
Changing Temperatures (circle one):	N	☒	O	F	C
Wet/Humid Conditions (circle one):	N	☒	O	F	C
Confined Spaces (circle one):	N	R	☒	F	C
Use of computer (circle one):	N	R	O	F	☒
Weekend/evening (circle one):	N	R	☒	F	C
Areas of dust, odors, mold (circle one):	N	☒	O	F	C
Mechanical, electrical hazards (circle one):	N	☒	O	F	C
A flexible work schedule (circle one):	N	R	O	☒	C
Fast paced and deadline oriented (circle one):	N	R	O	☒	C
Warehouse environment, may be noisy (circle one):	☒	R	O	F	C
Collaborating and working with others (circle one):	N	R	O	F	☒
Travel time, with occasional overnight stays (circle one):	N	R	☒	F	C
Work independently and with minimal supervision (circle one):	N	R	O	F	☒
Other Aspects					
Infectious Agents (circle one):	☒	R	O	F	C
Chemicals (circle one):	☒	R	O	F	C

Employees must support CVOEO's mission consistently while performing their duties and while assisting CVOEO in achieving the strategies and outcomes of our strategic plan. They must fulfill their individual responsibility to communicate suggestions, ideas, improvements and other constructive feedback to management. Additionally, every employee is responsible for following the guidelines set forth in the Employee Handbook,

The above is intended to describe the general content of, and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.

This job description reflects CVOEO's best effort to describe the essential functions and qualifications of the position described. This is not intended to be a contract for employment and either you or the employer may terminate employment at any time, for any reason. Your signature indicates that you have read this job description and understand the essential functions and essential qualifications of the position. You will be evaluated, in part, based upon your performance of the tasks listed in this job description.

Employee Printed Name: _____ Date: _____
Employee Signature: _____