Victim Assistance Specialist (On-Call), DC Victim Hotline

Description
The National Center for Victims of Crime plays a prominent role in local and national crime victim advocacy. The organization advocates for stronger rights, protections, and services for crime victims; provides education, training and evaluation; and serves as a trusted source for current information on victims’ rights.

The DC Victim Hotline and the VictimConnect Resource Center are programs of the National Center for Victims of Crime that combine a traditional telephone-based helpline with an innovative online chat, text messaging service, and web-based information and referral service. The DC Victim Hotline operates 24-hours a day, 7-days a week and the VictimConnect Resource Center operates Monday-Friday 8:30am – 7:30pm EST.

Position Description: As an On-Call Victim Assistance Specialist (VAS), you will support and empower crime victims by providing confidential resources and referrals. You will be responsible for answering hotline calls, online chat, and text messages when crime victims reach out for support and assistance. Our ideal candidate needs to be flexible to work these shifts (often on short notice).

● This position can be asked to work up to 2-3 shifts a week and are expected to assist with major holidays and overnight coverage.
● The position has altering days/hours that rotate Monday-Sunday 8am-4 pm, 4pm-12am, and 12am-8am.
● We request a commitment of at least 4 shifts a month with one of those shifts occurring over the weekend.

Responsibilities
● Effectively field hotline calls, text messages, and online chats on the online platform using prepared protocols and a victim-centered, strengths-based approach.

● Actively participate in group debriefings, staff meetings, supervision meetings, and planning sessions.

● Update protocols and resources based on victim needs and feedback with direction from the Hotline Supervisors.

● Create topical materials to expand the knowledge of internal staff as well as the victim services field.

● Update and maintain internal and external referral directories.

● Attend outreach events in the DC metropolitan area to reach the community and spread awareness of our services.

● Collect and enter data required for funding.

● Provide programmatic support to Hotline Supervisors, Manager of Programs and Outreach, and Director of Victim Resources, as well as other National Center staff

Hiring organization
The National Center for Victims of Crime

Employment Type
Part-time

Job Location
Remote work possible

Working Hours
altering days/hours that rotate Monday-Sunday 8am-4 pm, 4pm-12am, and 12am-8am.

Base Salary
$ 18 - $ 20

Date posted
August 27, 2020

All applicants must email a resume and cover letter to hotlineleadership@victimsofcrime.org. The cover letter should highlight qualifications as they relate to this position. Please put “DC On-Call VAS” in the subject line of the email.
members as needed,

- Other duties as assigned.

Qualifications

Required Qualifications:

- You are comfortable speaking to and supporting callers of various forms of victimization and marginalization.
- You have a passion for victim advocacy and human rights.
- You are flexible, adaptable, and comfortable with a changing and alternative schedule depending on hotline needs.
- You think creatively and critically and have the ability to problem-solve under pressure.
- You value professionalism and demonstrate dependability by holding yourself accountable to both your colleagues and those you serve.
- You appreciate constructive feedback and have a desire to constantly grow and develop professionally.
- You are great at multitasking, paying attention to details, and have the ability to stay organized with many competing priorities.
- You are comfortable using various forms of technology and databases simultaneously.
- You have the ability to thoroughly research a topic and train peers in a subject area.
- You show personal resiliency when dealing with sensitive subjects through self-determination, balance, and commitment to self-care.
- You value building a collaborative environment that fosters communication and partnership.
- You have a college degree or equivalent work experience.

Preferred Qualification:

- You are fluent in Spanish or another language and are confident communicating in both languages verbally and in writing.
- You have previous hotline experience or advocacy experience supporting individuals who have experienced crime.

Other Information:

- The position requires the applicant to provide three references prior to hire
- The position requires a criminal background check and is an FLSA non-exempt position
● An initial probationary term contingent on training performance is required

● Applications will be accepted on a rolling basis and will remain open until the position is filled

On-call employees will work on an “as needed” basis

● Two consecutive refusals to work may result in disciplinary action. Attendance will be monitored in accordance with NCVC Attendance Policy.

**Location:** This position will be working remotely until it is safe to return to the office. We have an office in the McPherson Square area of Washington, DC and in Arlington, VA. When it is safe to work within the office VAS staff are able to telework based on NCVC policy. Training will be held remotely.

**Job Benefits**
On-Call Employees are not entitled to organization benefits, including health insurance and leave accrual as they work as-needed and available.

**Physical Demands:** The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job.
While performing the duties of this job, the employee is required to regularly talk and hear. The employee must be able to remain in a stationary position 80% of the time. The employee needs to move inside and outside the office to access file cabinets, office equipment, meet with community partners at different sites, and participate in community outreach. The position requires the ability to occasionally lift office products and supplies, up to 50 pounds.