



The Bilingual Homeless/Domestic Violence (HDV) Specialist works with the Homeless Services Director and Lethality Assessment Program Coordinator to ensure appropriate service delivery. Our HDVs provide direction and support to Hotline Specialists for homeless and domestic violence callers. Specialists are needed to be warm, compassionate, patient, calm in crisis situations, and open to continued growth and development. Position has the potential to be performed remotely. **Remote staff must reside in either the District of Columbia, Maryland or Virginia.**

Qualifications

- Must speak, read and write Spanish and English proficiently
- Successful completion of Initial Crisis Intervention Training
- Reliable transportation.
- Completes ASIST Training
- Completes Homeless and Domestic Violence Training
- Must listen and communicate well, be non-judgmental, have self-initiative and work well as a team member.
- Successful use of Language Line and TTD services.
- High School Diploma/GED
- Must have a computer/laptop, high-speed internet and a quiet workspace **(For Remote Work - DC, MD, VA residents only)**

***Bilingual Homeless/Domestic Violence Specialists will have demonstrated written and speaking proficiency in English and Universal Spanish to facilitate clear and accurate information exchanges with callers. Bilingual Specialists will undergo an oral proficiency interview in the tested language and designed to identify the candidate's level of linguistic proficiency to ensure bilingual Specialists are articulate (understandable) in Spanish and English.**

Responsibilities

Homeless/Domestic Violence Hotline Duties

- Has first priority to answer DV/Homeless calls in the queue
- Role models all skills to ensure appropriate service to callers and clients
- Works with shelters to complete placements including transportation and any other details
- Understands policies about shelter placements, understands the organizational policies related to shelter and safety
- Works with call center staff to ensure that homeless/domestic violence policies and procedures are followed
- Reviews iCarol homeless and DV forms to ensure consistency and completeness
- Ensures follow-up calls are completed
- Thoroughly and accurately complete statistics sheet on each call. Completes homeless forms, protective services forms, suicide forms, regular caller forms etc. when required.
- Keeps updated by reading the communication log and other data available.

- Communicates problems to supervisors when necessary, including emergencies
- Abides by all hotline policies and procedures, uses Language Line as needed, has good communication skills, shows empathy to all callers/clients
- Ensures that calls are directed appropriately according to agency protocols
- Helps to train CCSI staff, interns and volunteers on homeless and domestic violence callers
- Provides short-term crisis intervention counseling, assessment services, information, and referral to callers in a non-judgmental manner
- Provides referrals and completes all paperwork including intake forms and statistics forms
- Assists with training of new staff and volunteers as directed
- Maintains confidentiality of callers and agency
- Provide counseling, information and referrals to callers.
- Attend in-services and meetings as scheduled
- Does not leave the phones unattended under any circumstances (leaving the building).
- Maintains workstation.
- Works holidays as needed, assists in maintaining 24/7 shift coverage; hotline specialists are essential personnel and must report as essential personnel
- Acknowledges receipt of the Standards for Excellence: An Ethics and Accountability Code for the Nonprofit Sector
- Performs other duties as requested from time to time that are not specifically listed but are consistent with the position and skills of the incumbent and necessary for the efficient and effective operation of CCSI.

Skills

- Proven customer support experience or experience as a client service representative
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication skills
- Ability to multi-task, prioritize, and manage time effectively
- High school diploma

Location

Hyattsville, MD (Remote)

Department

Victim Services

Employment Type

FT 40/Non-Exempt

Minimum Experience

Entry-level

Compensation

\$24.00 per hour

