



**F·S·S**  
FAMILY SUPPORT SERVICES

## **HOT LINE INTERVENTIONIST- FULL TIME JOB DESCRIPTION**

**Status:** Full Time / Non-Exempt  
**Hours:** Monday through Friday – 10:00am-6:30pm  
**Reports to:** Director of Emergency Housing Services

**POSITION SUMMARY:** Ensures professional, trauma informed service provision on Family Support Services' Hot Line. The Hot Line Interventionist is responsible for assisting callers with crisis intervention, safety planning, linkage to appropriate and meaningful resources including Emergency Safe House screenings when appropriate. Bilingual preferred.

### **DUTIES AND RESPONSIBILITIES:**

1. Responsible for implementing all programmatic and agency protocols as directed, including Request for a SANE advocate, Lethality Assessment Program and Safe House intake.
2. Respond to request from NWTB and The Bridge for Volunteer SANE Advocates in a timely and professional manner.
3. Maintain daily and/or monthly required accurate documentation for all service provision and calls to Hot Line.
4. Supervise assigned Hot Line volunteers in agency and programmatic guidelines and protocols. As well as provide guidance and support to volunteers.
5. Serve as back up to other Safe House staff in meeting residents' daily needs, with a priority to answering 24-hour Hot Line first.
6. Attend weekly Safe House staffing and monthly staff meetings as well as any other required meetings or trainings.
7. Maintains confidentiality of Safe House site and clients.
8. Other related duties as required.

### **REQUIRED COMPETENCIES:**

1. Demonstrates effective listening skills.
2. Effectively engages client in obtaining self-sufficiency.
3. Knowledge of dynamics of domestic violence, family violence, sexual assault, and human trafficking.
4. Knowledge of impact of trauma.
5. Effectively provides or ensures that active assistance is provided to clients.
6. Ability to work well independently with minimum supervision.

**Crisis Intervention Techniques**

1. Effectively demonstrates de-escalation of agitated callers.
2. Assesses potential crisis situations and takes appropriate action.
3. Reacts timely and logically in crisis.
4. Responds appropriately to callers on the Hot Line.

**Hot Line**

1. Effectively utilize active listening skills.
2. Provide de-escalation and crisis intervention techniques as required.
3. Implement Hot Line protocols including Lethality Assessment Program and Safe House Intake appropriately and professionally.
4. Provide callers emotional support and validation.
5. Provide callers with non-directive/ client centered, self-determined action plans.
6. Provide clients assistance in creating a personal safety plan.
7. Provide callers with effective community resources.
8. Demonstrates respect and caring to clients.

**Documentation**

1. Completes all documentation thoroughly, accurately, and in a timely manner.
2. Appropriately maintains accurate information in Osnum.

**OTHER SKILLS:**

1. Excellent written and oral communication skills
2. Highly organized and able to multi-task.
3. Excellent critical thinking.
4. Knowledge of dynamics of domestic abuse/ family violence issues/ sexual assault, crisis intervention and case management.
5. Ability to work well independently and be self-motivated.
6. Capable of working well under pressure and/or deadlines.
7. Work effectively as a team member.
8. Effective time management skills.

**QUALIFICATIONS:**

1. Associates degree required; Bachelor's degree preferred. Equivalent experience may substitute for education.
2. Valid Texas Driver's License and proof of auto liability insurance.
3. Clean criminal background check.
4. Proficient computer skills using MS Programs. Data base knowledge helpful.

**PHYSICAL REQUIREMENTS:**

- Ability to sit at a desk and perform routine paperwork
- Ability to communicate by telephone
- Ability to travel between assigned work sites by automobile

- Ability to lift 25 pounds

I have received a copy and have read the position description for this position.

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*Print Name*

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*Signature*

*Date*