

**YWCA NORTHERN NEW JERSEY  
Job Description**

**Job Title: On-Call Accompaniment Advocate**

**Supervisor's Title: Supervisor of Hotline Services**

**Department: HealingSPACE**

**To Be Completed by Human Resources**

**Job Code:**

**Grade:**

**FLSA Status: Non-Exempt**

**Job Summary**

The On-Call Accompaniment Advocate, as a key member of the Sexual Assault Response Team will be the primary point of contact on the front line for survivors and will serve as 24-hour coverage to accompany survivors of sexual violence to the hospital, police station, Bergen County Prosecutor's office, legal proceedings, and/or other locations.

**Key Responsibilities**

- Provide availability for 24-hour shifts for accompaniments to local hospitals, police stations, or prosecutors' office for SART activations
- Provide crisis intervention; provide on-call coverage for the hotline and accompaniments
- Attend and participate in all healingSPACE CSVA volunteer meetings
- Engage in frequent refresher training courses/ other provided learning material to remain up to date with CSVA standards
- Respond to callers on the hotline and/or chat/text functions by providing crisis intervention, emotional support, information and/or referral.
- Adhere to agency policies and work rules, including confidentiality and code of ethics
- Attend healingSPACE and YWCA trainings and continuing education activities as assigned
- Requirement of commitment to at least four 24-hour shifts per month
- Completion of all required documentation post accompaniment in a timely manner
- Serve as 24/7 on-call coverage to assist with matters that may arise from outside vendors (RAINN, iCarol)
- Other duties as assigned by Supervisor of Hotline Services

**Qualifications**

**Education/Experience:**

- Experience providing crisis intervention services and victim services preferably within sexual violence.
- Experience working with people from diverse backgrounds.
- Valid New Jersey Driver's License and willingness to travel as needed.
- Commitment to serving all clients in a manner which facilitates healing and empowerment.
- Commitment to the YWCA and healingSPACE missions.

**Licensing and/or Certifications:**

- 40+ hours of New Jersey's sexual violence training required

**Knowledge:**

- Bilingual Spanish/English preferred, particularly spoken.

**Skills and Abilities:**

- Demonstrates effectiveness in communicating ideas clearly, both verbally and in writing.
- Experience aiding survivors of sexual violence either individually or as a member of a collaborative infrastructure such as a community or college based SART team
- Crisis intervention experience.
- Demonstration of cultural awareness, sensitivity, and competency.
- Has or acquires basic knowledge of YWCA computer system and programs.
- Demonstrates maturity and professionalism; ability to handle sensitive and confidential situations with discretion.

**Physical Requirements:**

- Must be able to travel to different locations as described below.

**Travel:**

- This position requires travel within the communities it serves, and occasionally between YWCA Facilities. Must have access to transportation and must remain local (within 1 hour) of Bergen County during shift. (Travel required to Englewood Hospital, Hackensack University Medical Center, Valley Hospital, Holy Name Medical Center, Bergen County Prosecutor's office, and/or any Bergen County Police Station)

**Miscellaneous:**

- This position requires the use of personal cellular device that is fully functional. This includes access to functioning cellular service and data outside of healingSPACE office.

**Additional Comments**

*Must embrace the mission and values of the YWCA, have a strong customer focus, and the ability to work with a multi-generational, diverse workforce and membership.*

*This job description is not intended to be an exhaustive list of all responsibilities, duties and skills required to perform this job, the rather describes the essential functions/responsibilities of the job. Other duties may be assigned as required.*

**Please submit a resume to: [jobs@ywcannj.org](mailto:jobs@ywcannj.org)**