

Center for Domestic Peace  
JOB ANNOUNCEMENT

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**Job Title:** Bilingual (Spanish/English) Overnight Standby Emergency Services Hotline Advocate  
**Hours:** Standby Team of Bilingual Spanish/English Emergency Services Hotline Advocates to cover overnight shift 1 am – 9am, Sunday-Saturday  
**Compensation:** \$60 Base pay per shift plus \$22.13 hourly rate for actual time worked during shift, to be adjusted to \$26.44 November 2022  
**Benefits:** None  
**TO APPLY:** **COVER LETTER AND RESUME REQUIRED**  
**LOCATION:** San Rafael, California; this is a hybrid position and can be completed offsite primarily  
**Union:** No  
**STATUS:** Non-Exempt  
**Start:** Immediate

\* A training range of \$19 - \$22 per hour may be offered for up to three months for applicants who do not meet the minimum requirements

**CENTER FOR DOMESTIC PEACE(C4DP)** is a non-profit community organization, in existence now for 45 years, working at the county, state, and national level to end domestic and dating violence. C4DP serves women, men, and youth who have been, and/or who are at risk of being, abused and or battered, or who have perpetrated, and/or who are at risk of perpetrating, abuse, bullying, and or battering. C4DP's programs helping children, teens, women, and men to live violence-free lives include: 24-hour hotline; emergency shelter; transitional housing; support groups; legal advocacy; therapy and case management; school programs; community prevention and education projects; professional continuing education programs; corporate, state, and nation-wide trainings; leadership development programs; and resource identification.

### **OVERVIEW**

Center for Domestic Peace is building a team of Standby Bilingual (Spanish/English) Emergency Services Hotline Advocates to cover overnight shifts from, 1 am – 9am Sunday through Saturday. A total of 7 shifts are available per week. The team will respond to the emergency hotline and will be on standby for shelter intakes. The team will be supervised by the Emergency Service Program Managers.

Standby Time at C4DP is defined as work from 1:00 am -9:00 am. Standby time is work performed which has no geographic restrictions on the employee's movement, the shifts can be easily traded with another employee and the employee can engage in personal activities (such as sleeping) during the standby periods until a call comes in.

### **PRIMARY JOB RESPONSIBILITIES**

1. Answer hotline calls from 1:00 am to 9:00 am. May be completed off-site.
2. Standby for shelter intakes & emergencies from 1am- 9am.
3. Provide initial phone screening and assessment with eligible callers requesting shelter.
4. Provide phone counseling, domestic violence education, and resources to callers.
5. Track all Hotline interactions in Salesforce Database.
6. Attend weekly team meeting Tuesday 11am-1pm and Staff/Supervisory meetings as required.

### **REQUIREMENTS**

#### **Experience and Abilities:**

1. Fluent bilingual in Spanish and English, both written and oral, required.
2. 1-2 years relevant experience, education or training in a related field.
3. Completed Center for Domestic Peace 40-hour Domestic Violence Advocate and Counselor Training (Can be completed after hire).
4. Previous experience providing support to domestic violence survivors.

5. Understanding of the peer support model and Center for Domestic Peace' feminist analysis of domestic violence.
6. Ability to follow protocols and procedures during counseling with the callers.
7. Maintain strict confidentiality per California statute.
8. Demonstrated knowledge of Marin community resources.
9. Resourcefulness, flexibility, and self-motivation.
10. Intermediate digital literacy skills including proficiency with typing, email, and internet.
11. Excellent communication skills.
12. Experience documenting interactions and activities in a database.
13. Computer skills: comfortable with Microsoft Office 365: SharePoint, Microsoft Word, Outlook, and One Drive. Experience with Salesforce a plus.
14. Valid driver's license and auto insurance **with liability minimum of \$100k (per person)/ \$300k per occurrence**, and access to a car during working hours.
15. Must be able to lift 30 lbs.
16. Background check and clearance through DOJ Live Scan fingerprinting required.

**CENTER FOR DOMESTIC PEACE IS AN EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION EMPLOYER**

We are committed to employment policies and procedures assuring all qualified persons are accorded equal opportunity for employment, promotion and training.

**TO APPLY:**

Submit current resume with a cover letter to (no calls please)  
Emergency Services Program Director  
Center for Domestic Peace  
734 A Street, San Rafael, CA 94901  
Or email to [espjobs@c4dp.org](mailto:espjobs@c4dp.org)