



Hotline Counselor–Community Services Program

Full Time Non-Exempt (40 hrs)

Center for the Pacific Asian Family (CPAF) is a non-profit organization recognized nationally for its pioneering work in domestic violence and sexual assault. CPAF's multi-lingual and multi-cultural services include a 24-hour hotline, short term and long term shelters, counseling, case management, and supportive services. CPAF also provides violence prevention programs, outreach, education and advocacy on the issues of family violence and violence against women, focusing on the Asian and Pacific Islander community.

CPAF is a community based organization that draws from multiple disciplines to holistically serve individuals and families of many different sizes and cultural backgrounds. Staff work in environments where children are present and may be called upon to provide support as needed.

Summary Statement:

The Hotline Counselor provides immediate crisis intervention for callers to CPAF's hotline or for those walking in to CPAF's Community Center. As part of this crisis intervention work, the Hotline Counselor will provide an initial intake consultation with incoming non-residential and emergency shelter clients.

Duties and Responsibilities:

- Direct Services
 - ✓ Answers crisis calls on CPAF hotline, responds to crisis situations, SART Advocacy requests and provides transportation with own vehicle if necessary.
 - ✓ Coordinates orientation, intake and assessment of survivors into non-residential crisis intervention and emergency shelter programs; provides crisis intervention and emotional support.
 - ✓ Maintains up-to-date client files on all relevant client services and program activities; works with program manager to provide accurate feedback and data on monthly/quarterly/yearly goals. Maintains functioning office space.
- Office Support: Respond to calls to CPAF business line(s) and direct callers appropriately. Welcome guests to Community Center and facilitate connection with appropriate CPAF staff.
- Travel requirements: Driving is an essential job function for this position in order to travel between work sites and transport clients into shelter. Therefore the employee must have a valid CA driver's license and use their own vehicle or agency vehicle to perform duties. The employee must also be eligible for coverage under CPAF's auto insurance policy.
- Teamwork: Provide general support asked of all staff which may include: responding to emergencies, providing hotline or site coverage, providing translation, maintaining a functioning office. Participate in program and organizational development and fundraising, and attend staff and team meetings.
- Outreach: Identify/create opportunities to be an ambassador for CPAF's mission.

Qualifications: The qualified candidate must possess demonstrated knowledge, skill, abilities and experience in the following areas:

General

- Committed to eliminating intimate partner violence, sexual abuse, and family violence; practices non-violence including non-corporal child discipline.
- Understands and is aligned with CPAF's organizational values.
- Understands and appreciates Asian/Pacific Islander cultures; is able to work with diverse communities (race, ethnicity, sexual orientation, disability, age, gender identity, class, etc.). Bilingual in an Asian or Pacific Islander language preferred.
- Able to work well independently and as a member of a team; able to work collaboratively and thrive in a flexible, evolving environment; adapts to situations and manages change effectively.
- Strong work ethic, self-directed and able to coordinate multiple tasks, and highly motivated.
- Must submit to DOJ level Live Scan and subsequent arrest notification, annual TB test and annual driving record search.
- Must have access to reliable transportation to and from work.
- Must have completed 65-hour domestic violence/sexual assault certification training.

Job Execution

- Possess familiarity and skill in addressing issues of sexual assault and domestic violence with survivors.
- Strong work ethic, self-directed and able to coordinate multiple tasks, and highly motivated.
- Able to work well independently and as a member of a team; able to work collaboratively and thrive in a flexible, evolving environment, adapt to situations and manage change effectively.
- Able to effectively and efficiently address crises and problem-solve with open communication
- Able to plan work schedule respective to program needs, including working evenings or weekends if needed.
- Demonstrate excellent communication skills, both written and oral.

Interested parties please submit cover letter and resume to hr@cpaf.info and state where you saw our posting. Please include your name and the position you are applying for in the subject line. No phone calls please.

Center for the Pacific Asian Family (CPAF) is an Equal Opportunity and Affirmative Action Employer and does not discriminate against any employee or applicant on the basis of race, age, sex, color, religion, national origin or ancestry, sexual orientation, citizenship, marital status, disability, political affiliation or belief, veteran's status, or any other characteristic protected by applicable federal, state or local law. CPAF is committed to fostering a diverse and safe work environment where employees respect one another and share a commitment to our organization's mission, values, and strategies.