

HELPLINE RESPONDER NM STATEWIDE SA HELPLINE JOB DESCRIPTION

JOB INFORMATION

JOB TITLE	Helpline Responder for the NM Statewide SA Helpline
LOCATION	Office ☐ Remote ☒

JOB SUMMARY

Effectively respond to calls on the NM Statewide Sexual Assault Helpline (NMSAH). This position will stay up to date on best practices on helpline response and support the quality and integrity of the 24/7 helpline services. This position will work with peers and supervisors to continuously work to identify and address any issues with the helpline implementation on behalf of survivors across NM.

DUTIES AND RESPONSIBILITIES *This is not exhaustive and may be supplemented as necessary*

- With supervision from the Co-Directors of the NM Statewide SA Helpline, support the implementation of the helpline as needed.
- Participate in training and on-going professional development to effectively respond to survivors of sexual assault on the NMSAH.
- Effectively respond to calls to the NMSAH in a timely, confidential and survivor-centered manner.
- Effectively document demographic and required call details.
- Effectively maintain a confidential remote workspace to use during NMSAH shift.
- Complete any funding reporting requirements, billing and data reporting.
- Seek and participate in regular supervision with the Co-Directors. Access individual and group supervision as requested and needed in the role.
- Communicate clearly with supervisor regarding scheduling to ensure a cohesive and consistent response to survivors.
- Work to understand the impact of trauma in the workplace, identify when personally impacted and be accountable to personalized strategies for self-care, regularly seek and receive supervision regarding the impact of trauma in the workplace.
- Provide NMSAH services in a manner that promotes positive working relationships with key individuals (i.e. community partners, social service disciplines, law enforcement, child protective services, and collaborating organizations).
- Be knowledgeable of model policies and practices to ensure effective helpline services.
- As needed, support the NMSAH statewide public relations campaign including outreach with other organizations and partnering agencies, and preparation/distribution of organization materials.
- As needed, attend stakeholder meetings with NMCSAP programs and other community and statewide partners.
- In coordination with the Co-Directors of the NMSAH, support RCC, CAC and SANE staff to understand the helpline process, purpose and navigation.
- Support strong relationships with NMCSAP programs and their understanding of the NMSAH operations
- Participate in monitoring implementation and quality of the NMSAH.
- With supervision, complete grant deliverables, and ensure timely reporting of all grant activities
- Assist with other responsibilities as assigned by the Executive Director and Deputy Director of Programs

SKILLS AND SPECIFICATIONS

- Excellent oral and written communication skills
- Working knowledge of the social service delivery system as it relates to sexual assault
- Experience in non-profit, and working with sexual assault response programs
- Self-motivated and independent with the ability to work cooperatively and collaboratively in a culturally diverse environment
- Must have strong analytical abilities, and ability to complete tasks independently
- Must have an in-depth knowledge of sexual assault services and the needs of survivors
- Must have excellent organizational abilities
- Must have excellent interpersonal skills to work well with a team of professionals

MINIMUM EDUCATION AND QUALIFICATION REQUIREMENTS

- A bachelor's degree in a social service field or GED/HED with equivalent experience.
- A minimum of 2 years' experience working in the field of sexual assault services, with direct experience working in a rape crisis center.
- Bi-lingual highly preferred with pay differential

SALARY/BENEFITS

- Salary commensurate with education and experience. (Range: \$45,000-50,000)
- Full-Time = 34-40 hours per week
- Health Insurance - 100% paid by employer (+ employee payments for higher level of insurance)
- Shift work hours and potential for remote location.
- Some travel required throughout NM. One national conference/meeting required annually.

To Apply:

- Send resume, letter of interest and three professional references to **Hiring Team** at [✉ employment@nmcsap.org](mailto:employment@nmcsap.org). No phone calls, please. Questions about the position, start dates, etc. will be accepted at this address.

NMCSAP is an Equal Opportunity Employer.

"Studies have shown that women, nonbinary folks, and People of Color are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. NMCSAP is committed to building a diverse and inclusive organization and we are most interested in finding the best candidate for the job. That candidate may be one who comes from a background less traditional to our field of work, and that's okay. We would strongly encourage you to apply, even if you don't believe you meet every one of the qualifications described. We are an equal opportunity employer, and we strongly encourage people of color to apply for open positions".