



Organization Name:

180 Turning Lives Around

Job Title:

Bilingual Hotline Specialist

Organization Overview:

180 Turning Lives Around, LLC is a non-profit organization dedicated to providing comprehensive services to individuals and families affected by domestic and sexual violence. Our mission is to empower survivors, promote safety, and create lasting social change through advocacy, education, and support services.

Position Summary:

The bilingual hotline specialist serves as a vital gateway for survivors accessing our services via the hotline, providing them with compassionate, trauma-informed support.

Responsibilities:

- **Hotline Support:** Manage all incoming domestic violence hotline calls during business hours (Monday to Friday, 9-5 PM), acting as the first touchpoint for survivors seeking help.
- **Crisis Intervention & Resource Referral:** Provide immediate crisis support, information, and referrals, connecting survivors to our agency's services and external partners. Direct survivors to programs and services that best meet their needs.
- **Coordination & Scheduling:** Oversee intake calendars for the Domestic Violence Hotline Manager and the Monmouth County Family Justice Center, ensuring timely support and access to services.
- **Collaborative Support:** Work closely with the Family Justice Center's Hotline, serving as a bridge between the agency's different services, ensuring seamless access for survivors.
- **Individualized Phone Support:** Deliver personalized crisis intervention via phone, utilizing a trauma-informed, empowerment-focused approach rooted in best practices. Be a compassionate resource, guiding survivors through challenging moments.
- **Chat-Based Support:** Assist with the ongoing development and support of 180TLA's future online chat programs, ensuring accessibility to a broader audience of survivors.
- **Coordination with Other Teams:** Work with the Domestic Violence Hotline Manager and Safe House program to ensure coverage during evenings, weekends, holidays, or other times when regular staff may be unavailable, acting as a constant resource for those in need.
- **Accurate Documentation:** Maintain timely and accurate records of all hotline interactions, following agency protocols for confidentiality, mandated reporting, and duty to warn.
- **Supervision & Professional Development:** Participate in weekly supervision with the Domestic Violence Hotline Manager, monthly peer supervision meetings, and ongoing professional development through required trainings.
- **Adherence to Policies:** Uphold agency policies and procedures, particularly regarding confidentiality and ethical standards, while consistently applying a victim-centered, trauma-informed approach.



Experience / Qualifications:

- Bilingual in Spanish **required**.
- Bachelor's degree or higher in a relevant field.
- Minimum 1-year experience providing direct services to victims and survivors of domestic violence, sexual assault, or related trauma.
- Strong understanding of the dynamics of domestic violence, sexual violence, child abuse, trauma, and human trafficking.
- Exceptional written, verbal, and interpersonal communication skills.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint) and Gmail.
- Valid driver's license.
- Must pass a fingerprint and background check, including CARI check.
- Completion of 40 hours of domestic violence training (can be completed post-hire).

Reporting Relationship:

Reports to the Domestic Violence Hotline Manager

Location:

Hazlet, NJ

Work Week / Schedule:

Monday – Friday, 8:30a-5pm

Salary Range:

\$25-30/hr

Benefits Summary:

This is a full-time position eligible for medical, dental and vision benefits after 30 days of employment. Company paid life insurance, 401k, and generous paid time off.

How to Apply:

To apply, send your resume to Jenna Diorio, jdiorio@enformhr.com

Equal Opportunity Employer Statement:

We will consider all qualified applicants for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other basis protected by law.