Hotline Advocate

Be a steady, accessible point of connection for Deaf, DeafBlind, and DeafDisabled survivors reaching out for support.

EMPLOYMENT Part-Time, Non-Exempt	**REPORTS TO** Hotline Manager
LOCATION Remote, Washington State	**SCHEDULE** Two openings: Sunday-Tuesday, 6 a.m.-2 p.m. (24 hours/week); Wednesday-Saturday, 2 p.m.-10 p.m. (32 hours/week). Occasional on-call duties as assigned.

LOCATION REQUIREMENT

Remote work; must be based in Washington State and able to report to the ADWAS Seattle office within two hours when required. Employees are responsible for allowing sufficient travel time, including normal traffic conditions, to meet the two-hour response requirement.

ABOUT ADWAS

Abused Deaf Women's Advocacy Services (ADWAS) supports Deaf, DeafBlind, and DeafDisabled survivors of domestic violence and sexual assault and provides prevention education to the community.

WHY THIS ROLE MATTERS

Hotline Advocates provide survivor-centered crisis support, advocacy, information, and referrals through ADWAS's local and national hotline services. During assigned shifts, you will help callers identify immediate needs, understand options, navigate barriers, and connect with resources while maintaining confidentiality, professional boundaries, and sound judgment. The role also includes accurate documentation, occasional outreach and training support, coverage needs, and assigned on-call responsibilities.

Responsibilities

Hotline Advocacy and Crisis Response

- Staff ADWAS's local and national hotline during assigned shifts.
- Assess immediate needs, provide survivor-centered crisis support, referrals, advocacy, and follow-up services.
- Provide advocacy to callers who experience barriers to services or limited resources in their area.
- Maintain professional boundaries, confidentiality, and sound judgment during crisis response.
- Provide coverage for staff shortages and participate in occasional on-call duties as assigned.

Documentation, Outreach, and Team Responsibilities

- Document hotline contacts accurately and contribute to required statistical and program reports.
- Participate in outreach, trainings, social media or video-based education, and other awareness activities related to domestic violence and sexual assault.
- Provide technical assistance to domestic violence and sexual assault agencies as assigned.
- Complete projects assigned by the Hotline Manager and participate in staff meetings, training, and cross-program work.
- Practice ADWAS's mission and core values and continue learning about oppression, cultural responsiveness, and the anti-violence movement.

Required Qualifications

- At least two years of involvement in Deaf or DeafBlind communities, paid or volunteer.
- Fluency in American Sign Language.
- Bachelor's degree or at least two years of relevant work experience; relevant experience may substitute for education.
- Ability to communicate effectively, maintain personal boundaries, use sound judgment, and work independently.

- Ability to organize, prioritize, problem-solve, follow through, and shift between tasks.

Preferred Qualifications

- Experience with crisis response.
- Knowledge of domestic violence and sexual assault services and resources.

Essential Functions and Work Environment

ADWAS will work with employees with disabilities to provide reasonable accommodations for essential duties.

- Remain at a workstation for sustained periods and use a computer, smartphone, and standard office equipment.
- Communicate accurately with survivors, coworkers, community members, and service providers.
- Use written English to prepare and edit documentation and program materials as needed.
- Work independently during assigned remote shifts and respond to changing crisis and coverage needs.
- Report to the ADWAS Seattle office within two hours when required and travel to community locations occasionally as needed.
- This position does not supervise staff.

Equal Opportunity

ADWAS is an Equal Opportunity Employer. Deaf, DeafBlind, DeafDisabled, S/CODA, hard of hearing, survivors of interpersonal violence, BIPOC, and LGBTQIA+-identified persons are encouraged to apply. ADWAS will not discriminate against any employee or applicant because of race, color, gender, age, sex, ethnicity, income, military status, religion, national origin, pregnancy, marital status, sexual orientation, gender identity, gender expression, political ideology, ancestry, status as a domestic violence or sexual assault survivor, or the presence of any sensory, mental, or physical disability. Such action shall include, but not be limited to, employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, rates of pay or other forms of compensation, and selection for training. This policy of nondiscrimination shall be posted in conspicuous places and made available to all applicants.