



**Job Title:** Bilingual On-Call Advocate  
**Status:** Part Time, Non-exempt  
**Reports To:** Crisis Services Coordinator

### **About The Blue Bench**

At The Blue Bench, our mission is to eliminate sexual assault and diminish the impact it has on individuals, their loved ones and our community through comprehensive issue advocacy, prevention, and care. Our hope is to one day live in a world where sexual assault no longer exists; where there are no more victims, friends and families suffering in its wake. This is what inspires our efforts. And until that day comes, our work is not complete. Inspired by the courage of one another – as survivors, activists, advocates and community leaders, The Blue Bench has helped hundreds of thousands of Denver-area individuals find the courage to move from victim to survivor.

### **Job Purpose**

The Blue Bench is seeking a Bilingual On-Call Advocate to join the Client Services Team. This position serves as an advocate for victims of sexual assault, offering non-judgmental emotional support, crisis counseling, and information about resources in the community with a particular emphasis on Latinx and Spanish-speaking communities. For this role, the delivery of services in Spanish is essential. The Bilingual On-Call Advocate supports survivors both on the phone and in person through our 24-hour crisis support services and provides support to On-Call volunteers.

The ideal candidate is a trauma informed and compassionate advocate, who is passionate about providing emotional support to survivors, while helping them navigate their immediate and longer-term needs, and connecting them to appropriate services. They are able to stay centered and focused in the midst of high emotion, remain survivor-centered while staying aligned with the mission of the agency, be flexible and adaptable, and have a strong commitment to anti-racism and anti-oppression values.

### **Essential Duties & Responsibilities**

- Complete required forty (40) hours of Hotline Training, eight (8) hours of Hospital Response training, and additional Staff on Call training
- Agree to be on call for the English and Spanish crisis hotlines and hospital response from own phone (an answering service patches the calls through to the advocate) and commit to a minimum of 1 weekend (Friday 5:30pm – Monday 6:30am) per month with some weeknight and holiday coverage.
- Respond to calls on the crisis hotline and record statistical information for every call received within 24 hours.
- Respond to calls regarding recent sexual assault by providing in-person support to survivors at the hospital and complete intake form for each client within 24 hours.
- Provide callers with information about resources, their law enforcement reporting options as well as information about the forensic medical exam process.

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- Serve as the Staff on Call by providing support and consultation to volunteers who are on call and make decisions about how to handle calls during shift.
- Attend monthly On-Call Advocate meetings on the 4<sup>th</sup> Monday of the month, 5:00pm – 6:30pm.
- As necessary, attend quarterly Volunteer Meetings (3<sup>rd</sup> Wednesday of designated month, 6:00pm – 9:00pm)
- Maintain confidentiality. and complete mandatory reports as required.
- Meet with the Crisis Services Coordinator for supervision and additional training as necessary.
- Administrative duties such as scheduling, timesheets, keeping updated on protocols, etc.

#### **Job Qualifications, Knowledge, Skills, and Abilities**

- Have an understanding of the issues surrounding sexual assault.
- Must have flexible schedule and ability to be on call for weekends and holidays, and occasionally some weeknight overnights.
- Have strong organizational and problem-solving skills.
- Have excellent verbal and written skills.
- Ability to offer emotional support and crisis management for victims of sexual assault.
- Knowledge of medical, psychological, educational, social services, legal and other community resources.
- Ability to collaborate with other victim service providers.
- Understanding of cultural influences on behavior in multicultural communities. Must be open to working with diverse communities.
- Knowledge of the criminal justice system as it relates to sexual assault and sexual abuse victims.
- Work collaboratively in a team setting.

#### **Compensation**

This is a Part-Time non-exempt position, and the rate of pay is This position pays \$6.50/hour for every hour spent on call not responding to calls (waiting time), plus \$17.50/hour for every hour spent providing direct services (working time) or attending meetings/trainings, etc.

#### **Benefits**

Part-time employees earn 1 hour of sick leave for every 30 hours worked. They can also access The Blue Bench Employee Assistance Program (EAP) for free counseling and support.

To apply, please submit a cover letter and resume to [jobs@thebluebench.org](mailto:jobs@thebluebench.org) and include “Part-Time Bilingual On-Call Advocate” in the subject line.

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