

Hotline Program



Hotline Volunteer

Description

NYAWC's Hotline is a vital service helping women and children overcome domestic abuse and empowering them to govern their own lives. Hotline volunteers are compassionate individuals who maintain and operate the Center's Hotline. Volunteers provide information and referrals, safety planning, emotional support, intake for callers who need shelter or counseling, and hotline administration.

Responsibilities

Hotline Coverage

Hotline volunteers are required to provide at least 36 hours of hotline coverage. The minimum requirement is 3-hour shifts once a week for 3 months. During hotline coverage, volunteers are expected to answer incoming calls, provide assistance to callers, record the interactions in hotline logs and enter hotline logs into the Center's database.

Shelter Follow Up

Volunteers will screen clients for available shelter spaces and update community agencies about available shelter vacancies.

Administration

Volunteers assist with administrative tasks, such as data entry, Hotline call counts and record keeping for shelter declines.

Required Skills

Computer skills: comfortable working with MS Word, MS Excel, and using the Internet for email and searches.

Language skills: fluency in English required; and proficiency in speaking an Asian language preferred.

Training Provided

3 hours of Domestic Violence 101, 3 hours of Hotline protocol, 1 hour of shadowing, 1 hour of Data Entry training, and 30-60 minutes of monthly Hotline supervision.

Application Process

To Apply, please visit New York Asian Women's Center's website for application: www.nyawc.org and email the forms to Yuee Zhao, Hotline Manager, at yzhao@nyawc.org.

Other questions, please contact Yuee Zhao, Hotline Manager at 212-732-0054x125 or yzhao@nyawc.org.