

**Pittsburgh Action Against Rape
Job Posting
Helpline Specialist**

The Helpline Specialist is responsible for providing survivor support services on Pittsburgh Action Against Rape's 24-hour helpline, and the chat and text line. Helpline Specialists serve as a shift lead and helps to ensure all survivors and co-survivors of sexual abuse, rape and human trafficking in Allegheny County have immediate, 24/7 access to trauma-informed support, education, crisis stabilization, and follow-up services. This position is also responsible for completing initial client intakes, internal referrals, and offering resources relevant to client's individual needs.

This position performs work of a specialized, confidential nature on matters that impact clients, counselors and contract compliance. Excellent organizational, administrative and communication skills and attention to detail are a must.

Job Type: Full-time

Salary Range: \$33,000 - \$35,500

Required education: Bachelor's degree

Required experience: Related experience in crisis support or relevant direct services

Skills and Requirements

- Must be able to work collaboratively with community members and staff, communicate effectively, organize complex ideas, be action-oriented, and quickly and effectively assess the needs of clients under emotional stress with minimal supervision.
- Excellent interpersonal and organizational skills required.
- Must be detail-oriented and organized.
- Self-motivated with strong work ethic.
- Relates well to people from diverse background and able to be sensitive to the service population's cultural and socioeconomic backgrounds.
- Strong interpersonal skills including excellent communication (written and verbal) skills.
- Listening skills to evaluate and assess client needs
- Must be able to work collaboratively with community members and staff, communicate effectively, organize complex ideas, be action-oriented, and quickly and effectively assess the needs of clients.
- Demonstrated knowledge of trauma sexual violence, mental health, and substance abuse; demonstrated knowledge cultural diversity and working with a wide variety of populations.
- Manage and organize multiple and simultaneous request for services.
- PA Acts 33/34 Clearances, FBI certifiable
- Completion of state mandated forty (40) hour victim service training.
- Bi-lingual or multi-lingual applicants preferred.

EQUAL OPPORTUNITY & DIVERSITY STATEMENT

Diversity enriches the environment, broadens the consciousness of our human community, and promotes non-violence by lessening judgmental attitudes. To that end PAAR is committed to the goal and the on-going process of attaining diverse staff, culturally responsive services, and the intentional outreach to diverse populations in the community who are underserved and at high risk for sexual assault. To that end, PAAR provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

To apply e-mail your cover letter and resume to Lisa Kadlecik at lisak@paar.net