



Job Title: Office Administrator/ Helpline Advocate

Location: Dallas, Texas

Hours: Full-Time/Part-Time

The Office Administrator/ Helpline Advocate will be the organization's gatekeeper by managing helpline calls and messages. Additional duties of the Office Administrator/ Helpline Advocate include providing support to clients/staff/board members, assisting in daily office needs, and managing our organization's general administrative activities.

Qualifications/Requirements:

- High School Diploma or GED; Associate's Degree, Bachelor's Degree, or equivalent combination of education, training, and experience
- Experience working with victims of domestic and family violence preferred
- Strong oral and written communication skills and positive interpersonal relationship skills
- Creative and resourceful in finding community referrals
- Detailed oriented with experience in data collection, documentation, and meeting deadlines
- Ability to work independently and as part of a team
- Ability to prioritize and handle multiple tasks effectively
- Proficiency in computer applications and utilization of online resources to meet client and organizational needs
- Research and organization skills, problem-solving skills, creativity, and flexibility
- Excellent written and oral communication skills
- Ability to work flexible hours including occasional evenings
- Bilingual in English and a South Asian language (i.e., Hindi, Gujarati, Tamil, Urdu, etc.) or having familiarity with the South Asian culture is preferred

Responsibilities:

- Helpline Services
 - Manage and answer helpline phone calls and messages during office hours (Monday-Friday 9:00 am to 5:00 pm), assess needs for appropriate intervention and referrals, explain services offered at CHETNĀ, and schedule for enrollment intake
 - Provide psychoeducation to clients regarding domestic/family violence, abuse, and safety planning
 - Research resources and referrals sources for clients
 - Assist clients in accessing available shelter space at partner shelter organizations
 - Make Child Protective Services (CPS) reports via phone or online when appropriate

- Document caller demographic information and enter data into client database; maintain statistical and data-entry logs and ensure all logs are complete and up-to-date
- Attend various agency meetings as required, including staff and direct service meetings
- Adhere to all agency protocols and policies
- Perform other duties as assigned
- **Administrative Responsibilities**
 - Maintain polite and professional communication via phone, email, and mail
 - Answer office calls, document messages, and route calls to staff
 - Maintain organizational files and documents
 - Coordinate and schedule general office meetings
 - Prepare for Board of Directors meetings by printing agendas, minutes, and other documents
 - Provide real-time scheduling support by coordinating appointments with staff, clients, and/or community partners
 - Update program statistics regularly and generate reports as needed
 - Purchase office supplies and keep storage room stocked and organized
 - Assist in keeping the office environment clean and organized
 - Perform additional duties as required

Additional Skills:

This position requires advocates to use a trauma-informed approach to domestic violence advocacy. Using a trauma-informed approach means that we assist survivors in strengthening their own psychological capacities to deal with the multiple complex issues that they face in accessing safety, recovering from the traumatic effects of domestic violence and other lifetime abuse, and rebuilding their lives. This approach requires creating and maintaining an environment that is inclusive, welcoming, destigmatizing, and non-retraumatizing.

Salary:

- Negotiable; Commensurate with qualifications and experience; Full-Time/Part-Time

To apply:

- Job description and application for employment can be found on our website www.chetna-dfw.org under job opportunities – Resume can be attached to the application and/or emailed to chetna@chetna-dfw.org
- Letters of recommendation will be required upon request