



Position: Helpline Advocate - Part Time

Number of Openings: 1

Reports To: Co-Director of Anti-Violence Program

Duration: September of 2024 to May of 2025

Work Hours: 16 hrs/week, up to 516 hours total, 32+ weeks duration

Compensation: \$25/hr, contract, no benefits

Organization Description

OutFront Minnesota's mission is to build power within Minnesota's 2SLGBTQIA+ communities and address inequities through intersectional organizing, advocacy, education, and direct support services. We envision a safe and equitable world where all members of our communities are free to lead lives of opportunity, autonomy, and full self-expression.

Job Summary

We are seeking a dedicated Contracted Helpline Advocate to provide support to our Anti-Violence Program, working with 2SLGBTQIA+ victims and survivors of violence in Minnesota. The primary responsibility of this role is to answer helpline calls and respond to email requests, providing compassionate and timely support to individuals in need. The advocate will offer direct support and advocacy, assist with systems interventions, provide court support, help individuals access shelter and emergency financial assistance, and offer appropriate resources and referrals. The ideal candidate will possess strong communication and interpersonal skills, demonstrate empathy and cultural humility, and have a deep commitment to empowering individuals impacted by violence. The role will be primarily remote, with occasional in-person responsibilities, and requires someone who is self-directed and takes initiative, as day-to-day tasks will involve independent work. This position requires working two 8-hour days per week, with flexibility in selecting the days, which must fall between Monday and Friday. The contract is expected to last approximately 32 weeks.

Primary Job Responsibilities

- **Helpline and Email Support (60%):** Respond to helpline calls and email requests, providing compassionate, timely support to 2SLGBTQIA+ victims and survivors of violence. Offer guidance, reassurance, and immediate assistance to individuals in crisis.
- **Direct Support and Advocacy (20%):** Provide direct support and advocacy, including assisting individuals in navigating systems, accessing shelter, and securing emergency financial assistance. Work to empower survivors by connecting them with necessary resources.
- **Resource and Referral Coordination (10%):** Maintain a comprehensive understanding of available resources and referrals. Guide clients to appropriate services that meet their specific needs, ensuring they receive holistic support.



- **Court Support and Systems Interventions (5%):** Assist clients with court-related processes, including providing court support and liaising with legal systems to advocate for clients' rights and needs.
- **Other Duties as Assigned (5%):** Perform additional tasks and responsibilities as needed to support the overall mission and objectives of the anti-violence program.

Required Qualifications

- Previous experience in working with victims and survivors of intimate partner violence, sexual violence, hate/bias violence, with an understanding of trauma-informed care practices, particularly within the 2SLGBTQIA+ community.
- Excellent verbal and written communication skills, with the ability to listen actively and respond empathetically to individuals in crisis.
- Strong organizational skills, ability to maintain accurate and confidential records, while being flexible and adaptable in a dynamic environment.
- Ability to navigate systemic failures and gaps and develop innovative solutions to ensure clients receive safety and care.

Preferred Qualifications

- Familiarity with regional and culturally specific resources and services available to victims and survivors of violence, including shelters, legal assistance, counseling, and other appropriate referrals.
- Completion of the Minnesota 40-hour sexual assault training. If not already completed, this training will be provided.

How to Apply

- Please send your resume, cover letter and two professional references to Ashley Harp, Co-Director of the Anti-Violence Program, at jobs@outfront.org
- Date: Applications considered until role is filled

OutFront Minnesota is deeply committed to social, racial, gender, and economic justice. We strongly encourage persons of color, women, trans folks, queer people, and those who are unemployed or underemployed to apply.