



Ensuring that child sex trafficking victims receive quality care and services in the State of Georgia

GEORGIA CARE CONNECTION OFFICE, DBA GEORGIA CARES, INC.

**Job Posting for Open Position:
Contracted Hotline Operator**

DESCRIPTION OF ORGANIZATION:

Georgia Cares is the single statewide victim service agency connecting services and treatment care for victims of child sex trafficking, otherwise known as Domestic Minor Sex Trafficking (DMST). As a 501(c)(3) nonprofit organization, Georgia Cares identifies, screens, and connects DMST/CSEC youth to appropriate and specific services and works with the youth throughout their journey of treatment and restoration. Georgia Cares believes that youth who have been exploited can be restored to safety, health, and well-being when they are recognized as victims of sexual abuse and supported with appropriate treatment. Our mission is to ensure that DMST victims receive quality care and services in the state of Georgia. It is our vision that DMST is one day eradicated, and survivors of DMST can thrive with the help of trauma-informed treatment. Georgia Cares is in North Atlanta however we serve youth in all 159 counties in Georgia.

DESCRIPTION OF POSITION:

The Contract Hotline Operator is a direct service contractor position and is responsible for managing all hotline calls during scheduled shifts. The Contract Hotline Operator provides information, support, referrals, and service coordination to all callers. This position serves as a first responder in crisis situations and as the first line of contact with our Agency. The Contract Hotline Operator serves at least 1 weekend shift per month and is offered the opportunity to serve additional shifts during office holidays. In addition, this position serves as back-up support to volunteers serving as hotline operators. The Operator follows Georgia Cares' procedures and protocol as it relates to emergency response and general staff guidelines, while understanding the complex nature of trafficking and each youth's individual needs.

Georgia Cares seeks a candidate who is dependable, hardworking, and invested in making a long-term impact in supporting the statewide response to child sex trafficking. The ideal candidate would demonstrate strong communication skills and the ability to work with a variety of community members and partners in the field. This candidate should demonstrate sound problem solving and strong decision-making skills. The position requires a work ethic, empathy and experience working with youth and families. The position requires a candidate who is dependable, organized and maintains accurate documentation. The candidate would also possess strong time management skills, prioritization, and experience with vulnerable populations. This contracted employee must have availability during specific times during the workweek and weekend. This is a contract position and requires a flexible schedule to accommodate a prompt response time for the hotline. This position is remote, requiring the candidate to possess reliable phone access.

DUTIES INCLUDE:

- Serve at least one weekend shift every month, to begin on Friday evening at 5:00pm and conclude on Monday morning at 8:30 am.
- Serve as staff back-up to hotline volunteers at least four evenings throughout the month, shifts lasting from 5:00 pm until 8:30 am the following day, Monday through Thursday.
- Ensure proper reporting and documentation of services, contacts, and communications with all external partners, staff members, volunteers, and any other contact that was made via the Georgia Cares Statewide Hotline immediately following the completion of a shift or immediately following emergency situations.
- Participate in monthly supervision with Hotline Program Coordinator.
- Support and promote Georgia Cares Mission, Vision, and Strategic Priorities by adhering to the agency's Guiding Principles both internally and among the community.

MINIMUM REQUIREMENTS:

- Must pass a background check and criminal records fingerprint check.

SALARY RANGE:

This is a contract position with no benefits. Contractors will be paid a flat rate of \$120 for weekend coverage and \$60 for Holiday coverage (per day)

TO APPLY:

To apply, please send a cover letter and resume to admin@gacares.org.