

Crisis Line Advocate

Summary

SafeHouse Center seeks a Crisis Line Advocate to join our Crisis Line program to provide crisis support and advocacy to survivors of sexual and intimate partner violence.

The Crisis Line Advocate plays a vital role in delivering the support and resources needed to survivors and community members.

We are looking for individuals able to provide survivor-centered empowerment-based support, including crisis intervention, safety planning, emotional understanding and assistance as well as education.

Full time position available: **8am to 4pm Monday through Friday**

Essential Functions and Responsibilities

- Staff the 24-hour crisis line during business hours, weeknights and weekends as assigned.
- Provide direct crisis support and intervention services to survivors of sexual and intimate partner violence and community members in the form of one-on-one crisis support, information, referrals and resources.
- Assist in the general upkeep and function of the shelter facility including the maintenance and cleaning of residential bedrooms and common areas. Provide residential support to survivors as needed.
- Assist in the promotion of domestic and sexual violence services through public speaking and tabling engagements.
- Abide by the confidentiality policy at all times including mandated reporting guidelines to DHHS.
- Be cross-trained to assist with other agency duties occasionally to help drive our vision, fulfill our mission and align with our organization's values.

Working Environment and Requirements

- This position is based primarily on-site at SafeHouse Center and in a shared office environment.
- Staff may occasionally be required to travel locally and regionally in agency or own vehicle.
- This position requires flexibility in scheduling and job function as some services require 24 hour coverage including during popular holiday times (most notably – but not necessarily limited to – the time around Thanksgiving, Christmas and New Year's).
- This position requires a minimum age of 21, valid driver's license and the ability to obtain vehicle insurance.

Qualifications

- Bachelor's Degree or the equivalent of 2 years of professional experience. Lived experience will also be considered on a case-by-case basis for meeting requirements.
- Skilled in interpersonal communication and teamwork.
- Previous experience in crisis management is preferred.
- Previous experience working effectively with people from diverse racial, economic and cultural backgrounds is preferred.
- Fluency in language(s) other than English is desired.

Full Time Compensation and Benefits

- \$20.68/hour, 40 hours per week.
- Generous time off package including paid time off, medical time and 11 paid seasonal holidays.
- 4 weeks paid parental leave after 1 year of full time employment.
- Comprehensive health insurance through Blue Care Network with optional vision and dental insurance. Also option to add dependents and partner.
- Life insurance.
- Short term and long term disability insurance.
- Retirement plan (Simple IRA) with employer contribution of 2%.
- Certified employer for Federal Public Service Loan Forgiveness program.
- Employee Assistance Program.
- Regularly scheduled individual and group supervision.