To apply: Please send completed SHC Employment Application, cover letter & resume to jobs@safehousecenter.org with “Crisis Line Advocate” in the Subject Line.

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| JOB TITLE: | Crisis Line Advocate |
| DEPARTMENT: | Helpline Program |
| STARTING PAY: | $19.20/hour with an increase to $20.08 at 90 days |
| HOURS: | 40 hours per week |
| FLSA STATUS | Non-Exempt Employee |
| IMMEDIATE SUPERVISOR: | Helpline Program Coordinator |
| MOST RECENTLY REVISED: | 10/06/2022 |

Position Highlights: 40 hours/week, two positions available: **8am-4:30pm** and **4pm-12am** Monday through Friday with rotatingweekends and the need for flexibility. Provide direct services to sexual assault and domestic violence survivors and their children in our emergency shelter. Answer the 24-Hour Helpline and provide assistance to callers. Due to grant restrictions, the starting pay is non-negotiable. People of color and LGBTQ identified persons are encouraged to apply.

**Position Summary:**

This position will provide crisis intervention, advocacy, support and resources to survivors of Domestic Violence and Sexual Assault and their children, their families and friends and community members.

**Essential Functions:**

* Staff the 24hour Helpline during business hours, weeknights and weekends as assigned.
* Receive and promptly respond to messages on the SafeHouse crisis text line.
* Provide crisis support, information, referrals and safety planning via text and to callers on the Helpline
* Work collaboratively with each caller to determine their needs, challenges and goals.
* Assist in the promotion of domestic violence and sexual assault services through public speaking and tabling engagements.
* This position is based at the agency in an office environment and requires frequent sitting, standing, walking, lifting and moving of items.

**Duties and Responsibilities:**

* Provide direct services and information to any caller in accordance with SafeHouse Center’s policies and mission.
* Document all services provided for, with or on behalf of the caller.
* Assist in the general upkeep and function of the shelter facility.
* Assist in the training, scheduling and supervision of program volunteers.
* Assist with other duties as assigned.
* Act as a liaison between SafeHouse Center and community members.
* Abide by confidentiality policy at all times.
* Report any knowledge or suspicion of child abuse and/or neglect.

**Working Environment & Physical Requirements:**

* Staff may occasionally be required to travel locally and regionally in agency or own vehicle to attend conferences or other related events.
* This position requires flexibility in scheduling and job function as some services require 24hour coverage including during popular holiday times (most notably – but not necessarily limited to – the time around Thanksgiving, Christmas and New Year’s).
* If utilizing the agency vehicle, a valid driver’s license and the ability to obtain vehicle insurance is required.

**Qualifications:**

* Bachelor’s Degree in human services field or two years’ experience in a human services field.
* Demonstrated skill in writing, speaking, interpersonal communication, and teamwork.
* Competency in crisis management.
* Understanding of and sensitivity to the unique circumstances of underserved populations and to survivors of domestic violence and sexual assault.
* Fluency in language(s) other than English preferred.
* Public speaking and training facilitation experience preferred.