

JOB TITLE:	Crisis Support Advocate
DEPARTMENT:	Crisis Support and Advocacy & Supportive Services Program
STARTING PAY:	\$19.20/hour (\$20.08 after 90 days)
HOURS:	40 hours per week
FLSA STATUS:	Non-Exempt Employee
IMMEDIATE SUPERVISOR:	Crisis Support & Advocacy Services Coordinator
MOST RECENTLY REVISED:	10/01/22

### **Position Summary:**

This position will provide crisis intervention, advocacy, support and resources to survivors of Domestic Violence and their children.

### **Essential Functions:**

- Provide direct crisis support services to survivors of Domestic Violence and Sexual Assault in the form of advocacy, one-on-one crisis support cases, group work and/or court support in accordance with SafeHouse Center's policies and mission. Maintain assigned caseload.
- Staff the 24 hour on-call Response Team during business hours, weeknights and weekends as assigned. Arrange for transportation to fulfill on-call responsibilities within specified timeframes. Be able to respond to Washtenaw County hospitals and jail within 30 minutes.
- Assist in the promotion of domestic violence services through public speaking and tabling engagements.
- This position mandates a minimum age of 21 years due to insurance requirements for on-call responsibilities.
- This position is based at the agency but requires the ability to travel locally on a regular basis in own vehicle.

### **Duties and Responsibilities:**

- Work collaboratively with each client to determine their strengths, challenges and goals. Provide appropriate referrals and resources.
- Facilitate support group as assigned.
- Document all services provided for, with or on behalf of clients.
- Assist in the training, support and supervision of program volunteers.
- Assist with other duties as assigned.
- Act as a liaison between SafeHouse Center, our clients 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:**

- This position primarily works in an office environment and requires frequent sitting, standing and walking.
- 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 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 valid driver's license and the ability to obtain vehicle insurance.

**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.
- Fluency in language(s) other than English preferred
- Public speaking and training facilitation experience preferred