

Job Announcement - Walk-In Crisis Support Advocate

Summary

SafeHouse Center seeks a Walk-In Crisis Support Advocate to provide crisis intervention and advocacy to survivors of sexual and intimate partner violence.

The Walk-In Crisis Support Advocate plays a vital role in delivering the support and resources needed to survivors who walk in without an appointment.

We are seeking an individual who can provide survivor-centered, empowerment-based support, including crisis intervention, safety planning, emotional understanding and assistance, as well as education.

Essential functions and responsibilities:

- Provide direct crisis support and intervention services to survivors of sexual and intimate partner violence in the form of general advocacy, one-on-one crisis support and group work.
- Work collaboratively with each survivor to identify their strengths, challenges and goals.
- Provide appropriate referrals and resources and document interactions within designated timeframes.
- 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. Must be able to respond to area hospitals within 1 hour.
- Assist in the promotion of domestic and sexual violence services through public speaking and tabling engagements.
- Abide by 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.
- Assist in general upkeep and function of the facility.

Working Environment & Requirements:

- This position is based primarily on-site at the SafeHouse Center in a shared office environment.
- Hybrid work availability. Applicants must possess high speed internet connection when working from home.
- 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.

Compensation and Benefits:

- \$20.08 per hour, 40 hours per week
- Generous time off package including paid-time off, medical time and 9 paid holidays
- Comprehensive health insurance through Blue Care Network with optional vision and dental insurance. Also option to add dependents and partner
- Life insurance
- Short and long-term disability insurance
- Retirement plan (Simple IRA) with employer contribution match of 2%
- Certified Employer for Federal Program Public Service Loan Forgiveness
- Employee Assistance Program