



Job Description

Title:	Crisis Line Specialist
Program:	Advocacy Program
Hours:	19 hours per week, Sunday and Monday from 10:30 pm to 8:00 am
Supervisor:	Director of Services
Wage:	\$13.50 per hour

Position Summary: Assist in carrying out the mission and goals of the Call to Safety by providing high quality support, information, and referrals to survivors of domestic violence and sexual assault, as well as working closely with social service providers, medical personnel, police and other professionals. This position allows the Crisis Line Specialist to sleep in between crisis line calls.

All persons of every race, ethnic background, spiritual belief, economic status, gender, gender identity, sexual orientation, age or personal ability, are equally affirmed into membership, leadership and employment at Call to Safety and are joyfully welcomed.

Primary Duties of a Crisis Line Specialist:

- Answer the crisis line in a compassionate and professional manner
- Provide an average of five services to each caller:
 - Assess participant needs
 - Provide supportive advocacy and peer support
 - Crisis intervention as needed
 - Offer information and appropriate referrals to community services using warm handoffs when possible
 - Assist with safety planning and brainstorming available options
- Return voicemail and emails from participants and community partners
- Provide danger to safety transportation and hotel vouchers
- Connect with survivors on Call to Safety's Shelter Call Back List when domestic violence shelter space is available.
- Provide domestic violence and sexual assault survivors with advocacy, information, referrals and resources as appropriate, with a special emphasis on providing "supportive advocacy" and "warm hand-offs" to other area providers
- Accurately obtain and record survivor demographic information for use in identifying service and geographic needs of callers
- Stay abreast of community resources and coordinated community responses
- Work with community partners to provide comprehensive information and referral crisis services
- Maintain a level of comfort and ability around basic technology (email, databases, etc) as well as future systems as our technology needs progress
- Other tasks and projects as assigned

General Responsibilities – as a member of the Call to Safety staff, you are expected to assist with the following tasks, as needed:

- Attend monthly staff meetings and occasional retreats
- Serve as a visible spokesperson and advocate for Call to Safety’s mission and programs in the community
- Assist with house responsibilities in a team approach
- Other duties as assigned

Qualifications – Required:

- A minimum of 6 months (preferably one year) of domestic and sexual violence advocacy experience
- Previous completion of a 40-hour Basic Advocacy Training. This training must be completed prior to applying for the position and must be consistent with Oregon Department of Human Service’s advocacy training requirements.
- Recent experience (within past two years) working with survivors of domestic and sexual violence
- Philosophy compatible with Call to Safety Mission statement, especially to include:
 1. Experience with and knowledge of domestic and sexual violence
 2. Understanding of oppression and how it supports interpersonal violence
 3. Value social justice and work to change attitudes in the community by making domestic and sexual violence global issues and not just a “women’s issue”
 4. Understanding of the impact of trauma on survivors of violence
- Advocacy, counseling, or crisis intervention experience
- Strong organizational abilities and team participation skills
- Ability to work well with a variety of people from diverse backgrounds
- Excellent verbal and written communication skills
- Demonstrated ability to problem solve and be proactive; and to prioritize and handle a variety of projects simultaneously
- Flexibility and the ability to work on multiple tasks simultaneously
- Commitment to building a multi-racial, diverse team
- Ability to maintain confidentiality
- Ability to work with Call to Safety staff as a team member
- Strong computer technology skills, including Microsoft Excel, Word and Webmail. Ability to remain up to date on current technology systems, learn new technology systems and implement within scope of duties.

Qualifications – Preferred:

- Individuals who are bilingual and/or bicultural
- Knowledge or experience in the sex industry