



Job Description

Title:	On-Call Advocate
Program:	Advocacy Program
Hours:	Varies
Supervisor:	Director of Services
Wage:	\$13.00 per hour

Position Summary: Assist in carrying out the mission and goals of the Call to Safety by providing high quality support, information and referral to survivors of domestic violence and sexual assault, as well as working closely with social service providers, medical personnel, police and other professionals.

All persons of every race, ethnic background, spiritual belief, economic status, 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 an On-Call Crisis Line Specialist:

- Answers the crisis line in a courteous and professional manner
- Provides information and referrals to community services
- Assists in safety planning and brainstorming available options
- Connects our 24-Hour back up advocate when an advocate is needed for sexual assault medical response
- Provides 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
- Records survivor demographic information for use in identifying service and geographic needs of callers
- Stays abreast of community resources and coordinated community responses
- Works with community partners to provide comprehensive information and referral crisis services
- Maintains a level of comfort and ability around technology
- Train volunteers to provide services to survivors through the crisis line

Qualifications – Required:

- A minimum of 6 months of domestic and sexual violence advocacy experience including the previous completion of a 40 hour Basic Advocacy Training
- 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 domestic and sexual violence trauma
- 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 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

Working Conditions: The Call to Safety is a 365 day service. Call to Safety is seeking On-Call Advocates with flexible schedules that may be available to work some weekend, overnights and holiday shifts. There are long periods of sitting and heavy use of computer and telephone equipment.