



## Job Description

**Title:** Crisis Line Specialist

**Program:** Advocacy Program

**Start Date:** May 2019

**Hours:** Thurs & Fri 3pm-11pm

**Supervisor:** Director of Services

**Wage:** \$15.00 per hour

**Position Summary:** Assist in carrying out the mission and goals of Call to Safety by providing high quality support, advocacy, safety planning, and information and referral to survivors of domestic violence, sexual assault, and sex trafficked survivors as well as working closely with social service providers, medical personnel, police and other professional through Call to Safety's crisis line.

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.

### Responsibilities:

- Answer the crisis line in a courteous and professional manner
- Provide 5 services to all survivors while upholding Call to Safety's *Promising Practices*:
  - Needs assessment
  - Emotional support
  - Information and referrals to community services using warm transfers when possible
  - Assistance with safety planning and brainstorming available options
  - Crisis intervention as needed
- Return voicemail and emails from participants and community partners
- Provide stalking, 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
- Train and supervises crisis line volunteers
- Accurately obtain and record demographic information for use in identifying service and geographic needs of callers
- Stay informed 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, text, chat, etc.) as well as future systems as our technology needs progress
- Other tasks and projects as assigned

### General Responsibilities:

- Attend agency meetings, trainings and occasional weekend retreats
- Serve as a visible spokesperson and advocate for Call to Safety's mission and programs in the community
- Assist with responsibilities in a team approach
- Other duties as assigned
- Serve on hiring committees

**Required Qualifications:**

- A minimum of 6 months of domestic and/or sexual violence specific advocacy experience
- Recent experience (within past two years) working or volunteering with survivors of domestic and sexual violence
- Philosophy compatible with Call to Safety’s 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
  4. Understanding of the impact of trauma on survivors
- Strong organizational abilities
- Ability to work well with a variety of people from diverse backgrounds
- Excellent verbal and written communication skills
- Demonstrated ability to problem solve, be proactive
- 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
- Ability to remain up to date on current technology systems, learn new technology systems and implement within scope of duties.

**Preferred Qualifications:**

- Previous completion of a 40-hour Domestic and Sexual Violence Advocacy Training
- Individuals who are bilingual and/or bicultural
- Knowledge or experience in the sex industry

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Employee Signature

\_\_\_\_\_  
Date

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Director of Services Signature

\_\_\_\_\_  
Date