

Center Against Sexual & Domestic Abuse, Inc. (CASDA)

**JOB DESCRIPTION
CRISIS RESPONSE ADVOCATE**

Job Title: Crisis Response Advocate
Supervisor: Director of Program Services

Status: Part Time; Hourly
Date Revised: September 2019

Summary: These are two brand new part time positions for CASDA. This job exists to provide advocacy and supportive services to victims and survivors of domestic violence, sexual assault and child abuse outside of regular business hours. This job demands flexible hours, with the typical schedule being two shifts for a total of 24 hours, Monday thru Thursday, 8pm-12 midnight on site, with additional on-call hours from 12 midnight-8am.

Education and Experience Required: Have course work in Social Work, Human Services or related field and/or a minimum of one-year experience working with victims of domestic violence and sexual assault.

Essential Duties and Responsibilities:

- It is my responsibility to provide crisis support to victims of sexual assault, domestic violence, and child abuse at area hospitals.
- It is my responsibility to provide support to agency help line.
- It is my responsibility to provide support to shelter staff and clients when required.
- It is my responsibility to gain advance supervisor approval for any requested schedule adjustment due to hospital advocacy.
- It is my responsibility to adhere to agency policy with regards to confidentiality.

Direct Services:

- Respond to the emergency room for any victims of sexual assault, domestic violence and child abuse after business hours (8pm-8am).
- When not attending any hospital calls, normal office time will be 8pm-12 midnight, Monday-Tuesday or Wednesday-Thursday. The Crisis Response Advocate is allowed to return home Midnight to 8am but it is understood that any hospital calls or urgent shelter crises will require an immediate response.
- Provide supportive advocacy services, ensuring appropriate information and referrals are given to the victim and family.
- Provide help line support when in the CASDA office.
- Support shelter staff, residents in any crisis, conflicts, intakes, exits, and other shelter duties. Assist the House Manager in planning for the Weekly Gathering meeting when possible.
- Provide documentation on any services provided.
- Maintain and compile all client and direct service statistics performed by the Crisis Response Advocate and enter them on a weekly basis into CASDA's client data base.

Facility Maintenance:

- Clean and maintain work area.

- Clean and maintain shelter bedrooms as required.
- Clean and maintain the shelter store room as needed.

Administration:

- Maintain and submit time sheets on a weekly basis into CASDA's online database.
- Maintain and compile all Mileage Reimbursement Forms and turn in to the Director of Program Services on a monthly basis.
- Complete all client documentation and submit to our client database.

Conduct and Behavior:

- Must have the ability to remain open to new ideas and adapt to change.
- Must have the ability to establish rapport and maintain cooperative working relationships with colleagues and community members, seeking guidance if required.
- Must have the ability to communicate with sensitivity, compassion and clarity, taking into consideration the needs and feelings of others.
- Must have the ability to represent CASDA with positivity, credibility and professionalism.

Other Duties:

- Seek advance approval from your supervisor for any requested schedule adjustments.
- Attend staff meetings, in-services, retreats, etc. as scheduled.
- Support Public Education and/or fundraising events as needed.
- Other duties as assigned by the Director of Program Services and/or Executive Director.

Knowledge, Skills, and Abilities Needed:

- Knowledge of and experience working with domestic violence, sexual assault, and child abuse victims and/or survivors.
- Must have the ability to interact with diverse backgrounds, i.e., race, color, religion, sex, sexual orientation, gender identity, national origin, disability, and genetic information.
- Must have the ability to set clear, professional boundaries and maintain confidentiality.
- Must have the ability to handle crisis situations in a calm, effective manner.
- Must have the ability to be self-directed yet work effectively as a team member. Must have the ability to speak to the public and one-on-one regarding the issues of abuse in a knowledgeable, skillful manner, and in accordance with CASDA's mission and philosophy.
- Must have the ability to complete effective oral and written reports and must be able to meet deadlines consistently.
- Must have the ability to handle multiple tasks simultaneously and have excellent organizational skills.
- Must have a valid driver's license, provide own transportation and provide proof of auto insurance.
- Must have the ability to lift up to 25 pounds and perform general cleaning duties.

I HAVE READ THIS JOB DESCRIPTION AND UNDERSTAND ALL OF THE DUTIES OUTLINED HEREIN.

Employee Signature

Date

Executive Director

Date