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**Position**:   Crisis Response and Intervention Supervisor

**Compensation**:  $39,000-$43,000 DOE

**Employment Status**:  Full Time, Hourly, Benefits Package

**Reports to**: Executive Director

**Job Description**:

This position primarily provides advocacy (direct client services), support and crisis intervention to survivors of domestic violence and sexual assault. In addition, the Crisis Response and Intervention Supervisor assists with coordination of all Outreach and Prevention Education Programs. The secondary function of this position, under the direction of the Executive Director, is to supervise and provide oversight of all Crisis Response and Intervention activities.

The Crisis Response and Intervention Supervisor works primarily at our publically accessible administrative office and program partner sites.

**Duties and responsibilities**:

**Advocacy Responsibilities**:

* Answer the hotline, respond to victims who walk-in, or reach out electronically.
* Respond to victims while on-call (overnight/weekend) for the Safe Embrace hotline, an/or the Sexual Assault Supportive Services team on a regular basis and receive on-call reimbursement.
* Offer survivors emotional support, information about community resources and services (including employment, housing, shelter services, health care, victim compensation, etc.), and assistance completing paperwork (social services applications, legal filings, etc.).
* Facilitate client intake and exit interviews.
* Transport clients when necessary, and visit high-risk clients placed in motels.
* Provide case management and crisis intervention services to shelter residents and transitional housing clients when needed.
* Facilitate regular reoccurring support groups for public victims (on and off site).

**Administrative Responsibilities**:

* Maintain accurate and confidential case files.
* Answer calls on a multi-line telephone system.
* Do statistical data entry, complete routine paperwork and produce small reports. Assists with compiling data and narratives for grant and board reports.
* Facilities upkeep and maintenance.
* Ensure MSDS documents exist for all chemicals in the administrative office.
* Attend and participate in staff meetings and trainings as requested.
* Review and approve all staff time sheets on a bi-weekly basis
* Other duties as assigned by Executive Director.
* Coordinates and oversees aspects of program evaluation. Provides regular monitoring and feedback to staff on performance.

**Outreach Responsibilities:**

* Communicate with members of the public and donors about the issues of domestic violence, intimate partner violence, sexual assault, stalking and available services.
* Provide support for outreach services such as networking, lectures, trainings, speaking engagements, and health fairs to increase public education and awareness on the issues of domestic violence, intimate partner violence, sexual assault, stalking and available services.
* In conjunction with the Victim Services Program Coordinator, create and implement a community outreach plan for Safe Embrace Events (i.e. Teen Dating Violence, Sexual Assault Awareness, Domestic Violence Awareness).
* In conjunction with Crisis Response Specialist, develop and oversee Volunteer Orientation.
* Participates in muli-agency taskforces/ committees within the community

**Supervisory Responsibilities**:

* Provide support, supervision and guidance to hotline advocates, outreach staff, interns and volunteers.
* Conducts one-on-one supervisory sessions with staff to manage expectations.
* Responsible for ensuring coverage of crisis hotline and emergency after hours cell phone.
* Ensure compliance with policies and procedures.
* Responsible for recruitment and training of crisis response and intervention staff.
* Participates in the development and administration of programmatic goals, objectives and procedures.
* In conjunction with the Executive Director, develop a budget for crisis intervention program services and execute the approved budget.
* Works with the Executive Director on reviewing quality and effectiveness of program services.
* Ability to supervise interns from social work, HDFS, etc.

**Qualifications**:

**Minimum Qualifications:**

* Bachelor’s degree in human services, social work, behavioral sciences or related field.
* 3-5 years of experience working in client services.
* Pass a Federal & State criminal background check.
* Pass a comprehensive drug screen.
* Provide minimum of three recent professional references that will vouch for competency, honesty & reliability.
* Demonstrate passion for helping others (must be evident from previous work and volunteer experience).
* Be able to communicate effectively and professionally, even when under stress.  Both orally and in writing.
* Be computer literate and able to use standard office equipment and software, including copy machines, fax machines, email, MS Office products (Outlook, Word, Excel), shared network drives, etc.
* Possess the ability to manage stress in a crisis environment.
* Possess the ability to set boundaries and maintain ethical relationships.
* Maintain a current and valid driver’s and clean driving record.
* Be able to work independently with little supervision, but also interact warmly with a small team of dedicated staff and volunteers in high-stress environment.
* Be able to lift 40 pounds.

**Desired Qualifications:**

* **\*\*\*\*\*\*\*\*\*\*\*\*  Bilingual  (English/Spanish) Highly Preferred \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***
* \*\*\*\*\*\*\*\*\*\*\*\*  Master’s Degree inhuman services, social work, behavioral sciences or related field.
* 1-2 years of supervisory experience.
* In-depth understanding of the dynamics of interpersonal violence.
* Experience with dual-use shelter programs (domestic violence & sexual assault), homeless shelters, substance abuse programs, social services programs.

**Application Process:**

* **Candidates who do not meet the minimum qualifications will not be considered.**
* Applications **must** include a cover letter highlighting interest and qualifications, a resume or CV, and a list of three recent professional references who can attest to candidate’s knowledge, skills and abilities.  References will only be contacted after a successful in-person interview (candidate will be notified).
* Send applications to employment@safeembrace.org by August 15, 2019.

*Safe Embrace celebrates the diversity in our nation, community and staff.  We will not discriminate because of political or religious affiliation, race, ethnic, or national origin, age, sexual orientation, economic status, education, marital status or other non-merit factors.*