



**POSITION:** Bilingual Crisis Intervention Specialist

**EMPLOYMENT STATUS:** Full Time, Hourly, Benefits Package, Non-Exempt

**REPORTS TO:** Program Manager

**JOB DESCRIPTION:**

This position is primarily responsible for providing crisis intervention services to survivors of domestic and sexual violence. The Crisis Intervention Specialist is responsible for scheduling and facilitating advocacy appointments and completing intake interviews. In addition, this position provides administrative support to Safe Embrace by answering the business line, greeting walk-in clients/donors, and managing donations.

**DUTIES AND RESPONSIBILITIES:**

**Advocacy Responsibilities:**

- Serve as the primary responder on the hotline during business hours.
- Provide crisis intervention, support, information and referrals (including employment, housing, shelter services, health care, victim compensation, etc.) to individuals calling the hotline.
- Complete advocacy appointments.
- Carry overnight and weekend Crisis Hotline phone on a regular basis and receive on-call reimbursement.
- Responsible for ensuring that referral resources are accurate and up to date in google docs and database.
- Transport clients when necessary, and visit high-risk clients placed in motels.
- Facilitate client intakes.
- Provide case management and crisis intervention services to community housing clients as needed.
- Maintain accurate and confidential case files.
- Attend community meetings/ coalitions as related to domestic and sexual violence

**Administrative Responsibilities:**

- Answer calls on a multi-line telephone system.
- Warmly greet visitors-determine nature of business and direct visitor to the appropriate party.
- In-kind donation management (includes donation collection, organization, distribution, match determination and inputting donation receipts into database).
- Responsible for transcribing and compiling minutes for staff meetings.
- Input data, organize and maintain files and records; on paper and in a database.
- Assists with compiling data and narratives for reports.
- Facilities upkeep and maintenance.
- Attend and participate in staff meetings and trainings as requested.
- Provide support for outreach services (when applicable) 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.
- Communicate with members of the public and donors about the issues of domestic violence, intimate partner violence, sexual assault, stalking and available services.
- Other duties as assigned by the Program Manager.

**QUALIFICATIONS:**

**Minimum Qualifications –all candidates MUST:**

- Bachelor's Degree (preferably in Social Services) or 3+ years related experience.
- Bilingual (English/Spanish)

- Pass a Federal & State criminal background check.
- Pass a comprehensive drug screen.
- Have a High School diploma/GED (minimum).
- Proficient with Google products (calendar, drive, forms, sheets, pages, etc.)
- Proficient with Microsoft office (Word, Excel, Publisher, Access, PowerPoint)
- Be able to communicate effectively and professionally, even when under stress. Both orally and in writing
- Able to professionally answer crisis calls, actively listen to callers in distress, and direct them to appropriate resources (training provided)
- Schedule appointments and meetings, and communicate new appointments with staff in multiple locations
- Willingness to adhere to strict client confidentiality policy
- Demonstrate passion for helping others (must be evident from previous work and volunteer experience).
- Possess the ability to manage stress in a crisis environment.
- Possess the ability to set boundaries and maintain ethical relationships.
- 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 dependable & flexible.
- Be able to lift 40 pounds

**Desired Qualifications**

- 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.

*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.*

**Job Description Acknowledgement Form**

I have received, reviewed and fully understand the job description for this position. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate Supervisor or the Executive Director.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my supervisor.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Supervisor Name \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_