



## **Job Description**

### **Title**

Crisis Helpline Advocate (F/T)

### **Qualifications**

Bachelor's degree in Social Work, Psychology, or other social sciences required. Experience providing direct services to victims and survivors of domestic and sexual abuse and violence, crisis hotline experience preferred. Ability to be non-judgmental with callers, listen, communicate effectively, share resources and information, and empower others to make their own choices. Ability to coordinate various aspects of programming to support coverage of Safe Connections Crisis Helpline; supervisory experience to support crisis line volunteers and practicum students/interns with learning objectives preferred. Computer experience and knowledge of St. Louis Metro area resources required.

Demonstrates appropriate decision-making strategies, uses sound judgment when problem solving and assessing caller's needs, follows and communicates agency policy and procedures.

### **Description**

Under the supervision of the Crisis Intervention Manager, exercises discretion and judgment in rendering direct client centered services in the area of Crisis Helpline and walk-in crisis intervention. Responsible for assistance in coordinating various aspects of the Crisis Helpline program to support 24-hour coverage of the crisis line including assistance with Crisis Helpline training and observations, supervision of volunteers and practicum students/interns, debriefing with students and crisis workers, program scheduling, and providing support and back-up to the Crisis Helpline staff and volunteers.

### **Responsibilities**

#### **Direct Service Duties**

- Has primary responsibility for answering the Crisis Helpline, with flexibility to provide additional coverage, including weekends and holidays, as needed. Documents all calls/texts for daily statistics and the purpose of program evaluation.
- Collects program outcome data, documents of all calls/texts for daily statistics, communicates program needs to supervisor and contributes to evaluation of Crisis Helpline.
- Provides onsite and offsite 24-hour beeper coverage as back-up to the Crisis Helpline.

- Participates in the training of staff, practicum students and helpline volunteers via agency training, Crisis Helpline observations, review of agency policies and procedures, and ongoing in-service training.
- Provides ongoing support and supervision to practicum students/interns and volunteers.
- Responsible for following and implementing standard procedures related to the Crisis Intervention program.
- Responsible for compiling and reporting grant information and other helpline data, including but not limited to those for collaborative grants.
- Contributes to evaluation of Crisis Helpline, including oversight of the volunteer evaluation process.
- Communicates program needs to supervisor.
- Participates in weekly supervisory, staff, and case consultation meetings.
- Demonstrates awareness of socioeconomic and cultural diversity.

### **Administrative Duties**

- Responsible for data entry, including entering offsite call logs.
- Completes all Safe Connections documentation in a timely manner, provides statistical and descriptive data for development and administrative purposes.
- Manages Crisis Helpline calendar by scheduling and coordinating Crisis Helpline volunteers, interns, and staff to maintain 24-hour crisis line coverage
- Participates in agency committees, time permitting.
- Other duties as assigned.

### **Accountability**

Accountable to the Crisis Intervention Manager for carrying out responsibilities and for following agency policies and procedures.

Submit cover letter and resume to Marybeth Lindstrom at [marybeth@safeconnections.org](mailto:marybeth@safeconnections.org)

*Safe Connections is a not-for-profit organization that works to reduce the impact and incidence of relationship violence and sexual assault through education, crisis intervention, counseling, and support services. Safe Connections is an equal opportunity employer and seeks diversity in its community. Employment decisions are based on merit and organizational needs, not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.*

