



Job Description

Title

Crisis Helpline Overnight Crisis Advocate

Qualifications

Bachelor's degree in Social Work, Psychology or other Social Services preferred; high school diploma and experience and knowledge of active listening and crisis intervention required. Ideal candidates demonstrate appropriate decision-making strategies and ability to use sound judgment when problem solving, ability to access needs and communicate agency policy and procedures. Models self care, demonstrates cultural sensitivity and ability to organize. Provides 17 hours/wk of direct Crisis Helpline and Textline shift coverage during weekend evening hours, or shifts mutually agreed upon with the Crisis and Community Education Manager.

Description

Under the supervision of the Crisis and Community Education Manager, has primary responsibility for answering the Crisis Helpline and Crisis Textline during overnight weekend shifts. Shifts are on a weekly basis beginning 11:30pm and ending at 8am the following morning on Saturday and Sunday. Communicates and provides feedback for Crisis Helpline and Textline programming and data collection and records data in a timely manner.

Responsibilities

Direct Service Duties:

Provide a minimum of 17 hours per week of direct Crisis Helpline shift coverage during weekend hours, with availability to provide extra coverage of Crisis Helpline and Crisis Textline shifts as mutually agreed upon with the Crisis and Community Education Manager.

- Documents crisis communications using thoughtful documentation within 48 hours of shift.
- Documents cab transactions on behalf of victims and survivors of domestic violence to safety within 48 hours of shift.
- Utilizes Caller Indicated outcome measures.

Additional Duties

Communication/ Reporting:

- Keeps up to date and has a sound understanding of Crisis Helpline/Textline policy and procedures which can be communicated to volunteers and advocates.
- Is responsive and prompt in communication with program supervisors that may impact and improve Crisis Helpline/Textline programming, i.e. volunteer issues, frequent caller information, resource manual changes, off-site agency issues, concerns regarding the processes related to the helpline program, or SC clients. Backups shall utilize telephone and/or email to communicate and address concerns related to the program with supervisor on a monthly basis at a minimum.
- Submits all documentation electronically on time (within 48 hours of shifts).
- Demonstrates teamwork and cooperation.

Training and Volunteer Duties:

- Attends quarterly Crisis Team meetings and in-service trainings as needed.

Shift responsibility:

- Communicates with the Crisis and Community Education Manager and other crisis staff to maintain coverage during vacations, time off and to switch shifts. If there are scheduling conflicts, staff should look to one another to communicate and switch shifts.
- Backup shifts include regular on-call supervision and support to the Helpline and Textline programs throughout the year, including holidays.
- Transfers the Crisis Helpline on an as-needed basis among staff, volunteers, Provident St. Louis, and any additional advocates supporting the program.
- Provides appropriate notice and alerts SC staff of changes to shifts or inability to take a shift.
- This position is required to give 4 weeks of notice for resignation.

Accountability

Accountable to the Crisis and Community Education Manager for carrying out assigned responsibilities and for following agency policies and procedures.

Resume and cover letter required to be considered for the positions to: Jazmine Parks
Jazmine@safeconnections.org Position will remain open until filled.

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.