



Job Title: Crisis Response General Advocate
Reports to: Crisis Response Manager
Status: Full-time, 40 hours, non-exempt
Pay: Starting at \$20 an hour, plus a backup differential when independent
Hours: Sunday through Tuesday 9-7pm. Wednesday team meetings 12-3pm. Four 12-hour paid back up shifts per month compensated at an on call rate.

Summary: This position provides advocacy to survivors of domestic and sexual violence in person and over the phone. They will perform advocacy duties that uplift and support survivors of sexual assault, domestic violence, stalking and trafficking by connecting those survivors to safe resources and spaces. This position is also responsible for staffing the 24/7 crisis hotline during the time they are scheduled in and respond to crisis call from law enforcement and hospital staff as needed.

Direct Service

- Provide advocacy assistance, safety planning, information and referral to shelter residents and non-shelter residents
- Complete all data collection, crisis response, and follow-up forms
- Maintain up-to-date client files and record of services provided
- Providing or helping survivors arrange transportation
- Providing follow-up phone calls to survivors as requested by crisis response staff
- Completing all data collection for follow-up services and statistical purposes
- Maintaining up-to-date client files and record of services provided
- Maintaining up-to-date best practices.

General Responsibilities- with other staff:

- Attend Staff meeting in the Advocacy Center for trainings, team-building events or as required by manager.
- Collaborate with staff, facilitate participation of CARDV in the community such as presentations, support group and program facilitation
- Other duties assigned to support survivors
- Collaborate with other programs for program planning and services

Education/Experience:

- BA/BS preferred or equivalent experience in advocacy program for survivors of domestic violence, stalking and sexual assault
- 2 years of professional employment experience

Preferred Skills:

The requirements listed below are representative of the knowledge, skills and abilities required to perform the essential duties successfully. We will make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

- Bicultural and bilingual experience preferred
- Demonstrated knowledge of the dynamics and impact of domestic violence, sexual assault, stalking and teen dating violence and advocacy response to these forms of violence
- Demonstrated understanding of safety planning and necessity of strict adherence to confidentiality
- Ability to provide leadership, remain calm, make decisions, and give clear direction in crisis situations
- Empathy with, and understanding of survivors of domestic and sexual violence
- Good written and excellent verbal communication skills
- Ability to work well with people of diverse backgrounds
- Able to work well both independently and in a team environment

- Must have good planning and organizational skills, ability to focus, multi-task and prioritize
- Ability to think and act quickly when needed and anticipate the needs of clients
- Ability to work effectively with noise and interruptions
- Possess awareness of and respect for cultural differences

Additional Requirements:

- Successful completion of CARDV Advocacy Training Program
- Required automobile transportation, current auto insurance, and valid driver's license, a good driving record, 21+ to be included in the driver's insurance.
- Maintain certification as an Address Confidentiality Program Assistant
- Understanding and willingness to abide by CARDV policies and procedures.

Physical Demands:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 30 pounds at times.

Mental or Visual Demands:

Periods of high stress and strict deadlines. Continuous mental or visual attention.

CARDV commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, and individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.