



Job Title: Crisis Response Advocate
Reports To: Crisis Response Manager
Status: Full-time, 40 hours, non-exempt
Hours: Sunday through Thursday, Noon – 7:30 PM

Summary: The primary responsibility of the Crisis Response Advocate is to answer the crisis support phone line; provide on-scene response, follow-up contact, and advocacy assistance Sunday through Thursday, with hours adjusted as needed.

Essential Duties:

Direct Service:

- Staff crisis support line
- Provide on-scene or crisis line safety planning and advocacy assistance to victims of domestic and sexual violence, stalking and dating violence when called by Law Enforcement officers in Linn and Benton County
- Provide or arrange for transportation to shelter, medical advocacy, legal advocacy, etc. as appropriate for all clients
- Provide follow-up contact with victims on all calls/referrals from Law Enforcement and Linn County District Attorney's Victim's Assistance Department
- Provide follow-up advocacy assistance, safety planning, information and referral to shelter residents and non-shelter clients
- Attend ongoing training for best practices in advocacy and trauma informed response
- Collaborate with community partners to help survivors build a sustainable support network

Administrative Tasks

- Complete all data collection, crisis response, and follow-up case tracking forms
- Maintain up-to-date client files, record of services provided, etc., as required by grants
- Maintain Certification as Address-Confidentiality Program Assistant
- Attend CARDV team meetings, in-services, and on-going trainings
- Assist with Lethality Assessment Program

Education/Experience:

- Bicultural Spanish/English speaker, preferred but not required.
- BA/BS preferred or equivalent experience in advocacy program for survivors of domestic and sexual violence.
- 2 years of professional employment experience

Required Skills:

- Knowledge of dynamics and impact of and advocacy response to domestic and sexual violence.
- Understanding of safety planning and necessity of strict adherence to confidentiality.
- Ability to remain calm, make decisions, give clear direction and provide leadership in crisis situations.
- Empathy with and understanding of survivors of domestic and sexual violence.
- Good written and excellent verbal communication skills.

Center Against Rape and Domestic Violence

- Ability to work well with people of diverse backgrounds.
- Able to work well both independently and as part of a team.
- Microsoft Suites experience
- Must have good planning and organizational skills, ability to focus, multi-task and prioritize;
- Ability to remain focused to work effectively with noise and interruptions;
- Demonstrated commitment to civility, diversity, equity, and inclusion in interactions, practice, and relationships

Supervisory Responsibilities:

This position has no direct supervisory responsibilities.

Physical Demands:

Prolonged periods of sitting at a desk and working on a computer.

Must be able to lift up to 50 pounds at times.

This position requires a valid driver's license.

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.

Manager _____ Date _____

Employee signature below indicates the employee's understanding of essential duties and requirements.

Employee _____ Date _____