



## Crisis Response Manager

**Position:** Crisis Response Manager  
**Supervisor:** Executive Director  
**Status:** Full time, exempt  
**Hours:** Tuesday – Saturday, Flexible Schedule

**Summary:** The primary responsibility of this position is to supervise the quality, delivery and effectiveness of the agency's crisis response programs, and to ensure that grant requirements for crises positions and activities are being met.

### Essential Duties and Responsibilities include the following:

#### Supervision

- Supervise crisis response staff members
- Perform regular evaluations and yearly review with all staff supervised
- Maintain weekly meetings with staff supervised
- Conduct monthly team meetings
- Available as a resource for direct service staff to answer questions or discuss client needs
- Assist with open employment opportunities, review applications, participate in interviews, and make recommendations for hiring
- Responsible for working 2-3 supervisor on call shifts per week

#### Program Management

- Coordinate and manage the 24-hour hotline coverage, crisis response and backup coverage for the agency
- Oversee programs to ensure best practices are followed, evaluations are completed and programs operate at the highest level for client success
- Train staff and maintain continued skill development for each
- Provide advocacy to survivors of domestic violence and sexual assault, stalking and dating violence through the crisis line
- Provide in person advocacy assistance to clients including crisis intervention, safety planning, information and referral
- Update information on best practices for programs and develop new programs when needed
- Maintain certification as Oregon State Certified Address-Confidentiality Program and Crime Victims Compensation Program for all advocates supervised
- Maintain strict adherence to CARDV confidentiality policies
- Attend CARDV staff meetings and ongoing trainings
- Supervise and assist with all data collection forms and monthly statistics

#### Education/Experience:

- BA/BS preferred or equivalent experience in advocacy work for survivors of domestic violence, sexual assault and stalking
- Two or more years related experience in staff supervision
- Experience with program management

#### Preferred Skills:

- Understanding of and adherence to CARDV client confidentiality policy
- Excellent written and verbal communication skills

- Ability to remain calm, make decisions, give clear direction and provide leadership in crisis situations.
- Ability to work with people of diverse backgrounds
- Ability to work both independently and as a team member
- Microsoft Suites proficiency: Word, Excel, PowerPoint, Publisher
- Ability to effectively present information to others

**Additional Requirements:**

- Personal automobile transportation, current auto insurance coverage and a valid driver's license
- Successful completion of CARDV Advocacy Training Program

**Supervisory Responsibilities:**

This position supervises the Crisis Response Team.

**Physical Demands:**

The following physical demands are representative of those that must be met by an employee to successfully perform the essential job functions:

While performing this job the employee is regularly required to talk, hear, stand, sit, and walk, to use hands, arms, and fingers. The vision requirements include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Candidates for this position should have a strong appreciation and commitment to CARDV's mission.

The mission of the Center Against Rape and Domestic Violence is two-fold:

- To provide services and support to those affected by sexual and domestic violence, and
- To provide education and leadership within the community to change the societal conditions that cultivate these forms of violence.