

Center Against Rape and Domestic Violence



Job Title: Crisis Response Advocate
Reports to: Crisis Response Manager
Status: Full-time, 40 hours, non-exempt
Location: Administrative Office
Hours: Tuesday through Saturday noon to 8:30 PM. Two- three 12-hour on-call 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.

Direct Service

- Provide advocacy to survivors of domestic and sexual violence, stalking and dating violence through the crisis support line
- Provide on-scene crisis response as requested by Law Enforcement and Medical Professionals
- 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 on-scene crisis response as requested by law enforcement and medical professionals
- 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
- Assisting in maintaining office organization for multiple sites
- Maintaining up-to-date Address Confidentiality Program and Crime Victims Compensation Program certification
- Attend CARDV direct service meetings, staff meetings and on-going trainings

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.

- Bi-lingual (Spanish) and Bicultural 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

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 _____