



## **Crisis Line Advocate**

**POSITION SUMMARY:** To provide advocacy through crisis intervention on the HelpLine crisis line.

### **QUALIFICATIONS:**

- Bachelor's Degree in Psychology, Women's Studies or related field preferred.
- Minimum one year working with people in crisis.
- Understanding of sexual assault, domestic violence, oppression and related issues.
- You must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Must successfully pass a Background and Abuse Check.

### **SKILLS AND ABILITIES:**

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally agile and sensitive.
- Understanding of domestic violence, sexual assault and oppression and related issues.
- Able to deal effectively with crisis situations using a trauma-informed approach.
- Ability to establish and maintain frequent positive communication with team members, share information willingly, accept and provide feedback in a supportive, non-judgmental manner.
- Exercise patience, understanding and compassion in dealing with clients, co-workers and community members.
- Ability to set and maintain limits.
- Good interpersonal skills and conflict resolution skills.
- Proficient in using Excel.

**ESSENTIAL FUNCTIONS:** (The essential functions below include tasks that are integral to job performance and fundamental to accomplishing the job.)

- Promote the Agency in a positive manner to fellow employees, to our volunteers, and to people in the community.
- Maintain confidential information concerning the Agency, clients, and program organizational plans, policies and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Encourage teamwork through modeling and cooperative interaction with colleagues, volunteers, community partners, and community members.
- Maintain a positive, professional demeanor.
- Provide peer support, information, referral, advocacy and crisis intervention by phone.
- Be available to work four hour shifts in the afternoon or evening hours, five days each week.
- Maintain records for calls.
- Collect data from HelpLine volunteers, and compile data using Excel or software to produce monthly statistics.
- Attend monthly Community Works all staff trainings.
- Attend weekly Community Advocacy Services staff meetings.
- Other duties as assigned.

Position Name: Crisis Line Advocate

Department: Community Advocacy Services, Advocacy Services

Supervisor: Community Advocacy Services Volunteer Coordinator

Revision Date: 11-01-19

FTE: .5                     Exempt     Non-Exempt

Position #: 2019CP

Position Open: Until Filled

Send your cover letter and resume to be considered for this position.  
Please include the position name and position number  
in the subject line of your email and in your cover letter.

For open positions, check our website at [www.community-works.org](http://www.community-works.org)

**Community Works is an Equal Opportunity Employer**