



## Job Description

<b>Job Title:</b>	Part Time Crisis Advocate
<b>Reports To:</b>	Crisis Team Lead
<b>FSLA Status:</b>	Part Time
<b>Prepared Date:</b>	March 2024

**Summary:** The Crisis Advocate serves as a representative for the organization with responsibilities for delivering the agency’s mission through first point of contact with the communities we serve. Crisis Advocates are responsible for providing services for survivors of abuse and for general oversight of the Christine Ann shelter and hotline. Domestic abuse services include help line coverage, completing intakes and outtakes with shelter residents, providing emotional support and individual options advocacy with survivors, and advocating for survivors with other service providers. General oversight of the Christine Ann shelter and hotline includes following security procedures, accepting donations, and maintaining general cleanliness. The ideal candidate will be able to handle a busy environment through multi-tasking and organization.

**Scheduled Time:** The Part Time Advocate team covers all weekend and holiday shifts, some week-day shifts and coverage for PTO for the crisis team during 1st, 2nd and 3rd shifts.

Part Time Advocates primarily cover varying shifts to include:

- Friday: 11:00pm- 7am (additional \$1 per hour)
- Saturday: 7am-3pm, 3pm- 11pm, 11pm- 7am (additional \$1 per hour)
- Sunday: 7am-3pm, 3pm-11pm,
- All Holidays (**paid at time and a half rate**)

### Essential Duties and Responsibilities:

- Serve as a representative for the organization with responsibilities for delivering the agency’s mission through first point of contact
  - Greet all clients, donors and visitors in a courteous and friendly manner
  - Actively listen and assess needs of service recipients and offer appropriate level of service
  - Gather information to determine eligibility for services for individuals seeking services
  - Provide emotional support and education surrounding domestic violence.
  - Safety planning
  - Connect shelter residents, walk-in’s and hotline callers to the appropriate staff Advocate
  - Schedule client appointments

- Complete screenings and assess appropriateness for shelter and approve for shelter and outreach services as appropriate
- Conduct initial shelter intakes with clients once approved and complete outtakes, and offer surveys as needed
- Provide information about agency services and make referrals to other community resources and services based on need
- Accept donations and provide donors with receipts
- Appropriately convey agency information, donation needs, and events to prospective donors/callers
- Collaborate with Law Enforcement to connect survivors to services and appropriately document LAP information
- Support shelter and agency guidelines and expectations as outlined in the shelter and agency expectations
- Assist shelter clients with on-going daily needs & services.
- Complete rounds throughout the shelter
- Provide clients with basic material assistance as appropriate
- Sort and distribute incoming program and resident mail
- Address and work collaboratively with all teams regarding client issues, including following the on-call procedure
- Work cooperatively with Development Team to train and provide support to staff, volunteers and interns working in the Crisis office
- Provide coverage for shifts not scheduled
- Assist with completing the monthly schedule and provide availability
- Respond to requests for availability and emergency coverage needs

Set and follow protocol for Alarms and maintain building safety and security:

- Initiate communication and adhere to emergency procedures and facility needs
- Work in partnership with the Facilities Manager to communicate maintenance needs and security concerns

**Additional Job Duties including but not limited to:**

- Adhere to Christine Ann value statements
- Make sure the front desk area is professional and organized
- Assist the crisis team with shelter and office cleanliness. Including ongoing cleanliness of office spaces and cleaning client bedrooms within our shelter
- Record statistics and documentation of client contacts
- Communicate to the next shift verbally and in writing with any updates or ongoing topics
- Organize and stock closets and shelves
- Follow donations process via the helpline and in person
- Read phone coverage book and provide objective note taking
- Attend Crisis team meetings as scheduled and review recorded all team meeting meetings and notes

*Responsible for additional job duties as assigned*

**Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education / Experience**

- Preferred associate's or bachelor's degree or working toward in human services, social services or similar degree.
- Experience working with individuals providing advocacy, referrals and assistance is preferred.
- Experience working with domestic abuse preferred

**Skills and Abilities**

- Must be able to work alone.
- Must be able to pass a fingerprint-based background check.
- Ability to maintain records is a requirement.
- Ability to communicate clearly is necessary, including speaking understandably and comprehending oral conversation.
- Must be able to speak, read and write English.
- High level of initiative and organizational skills.
- Exceptional interpersonal skills.
- Background in working with diverse populations is helpful.
- Must be able to handle evolving or crisis situations with flexibility, sensitivity and reason.
- Must be able to work under pressure.
- Must be a creative problem solver.
- Must be able to uphold all confidentiality policies.

**Physical Demands and Work Environment:**

*The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- All work will be performed at Christine Ann Domestic Abuse Services in Oshkosh.
- Independently enter and move within buildings and walk staircases.
- Ability to lift and move objects weighing approximately 25 pounds.

**Acknowledgement:**

This job description describes the general nature and skills/experience required of this position. The “Duties and Responsibilities” describe those functions considered essential to the position. This description does not state or imply that these are the only duties and responsibilities assigned to the position. Employees may be required to perform other position-related duties as requested by their supervisor or the Executive Director. All requirements are subject to change at the discretion of the Executive Director.

I have read and understand all the above position description. I have reviewed the duties I am responsible for, as well as the minimum requirements for this position, with my supervisor. I understand that this document does not create an employment contract between me and Christine Ann Domestic Abuse Services, Inc. I also understand that I may at any time terminate my employment relationship with Christine Ann Domestic Abuse Services, Inc., and conversely, I understand that Christine Ann Domestic Abuse Services, Inc. is an at will employer.

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Employee’s Signature

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Date

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Supervisor’s Signature

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Date