Embrace
Crisis Advocate (Full Time, Part Time, On-Call)
Job Description

POSITION OBJECTIVE:
The Crisis Advocate is responsible for providing a 24/7 crisis response to survivors coming forward for Embrace advocacy and support services. This position also staffs and manages operations of the shelter during non-business hours and on weekends providing trauma-informed, empowering advocacy services and support to shelter residents and children. The position is responsible for maintaining a home-like environment in shelter. This position is required to take occasional on-call response and accompaniment advocacy services shifts as part of the 24/7 on-call crisis response program that provides 24/7 in-person accompaniment advocacy services to domestic and sexual violence survivors seeking forensic medical exams, emergency medical attention, and/or advocacy accompaniment services during law enforcement interviews across the four-county service area.

RESPONSIBLE TO: Domestic Violence Program Coordinator (Rusk)
Executive Director

FLSA STATUS: Non-exempt

REQUIREMENTS:
• BS/BA degree in Human Services field and/or equivalent experience preferred.
• Must be licensed to drive in Wisconsin (current and valid) and have own transportation and vehicle insurance.

SKILLS AND ABILITIES:
• Experience in advocacy, human services, and nonprofit organizations, preferred.
• Demonstrated skills and understanding in working with survivors of domestic and sexual violence.
• Good communication (oral and written), organizational, and interpersonal skills.
• Skilled in maintaining a highly visible role in the community which demands a high level of professionalism, and ability to effectively interface with county-specific community leadership regarding the conditions and operations of survivors and Embrace.
• Demonstrates time management and organizational skills with an ability to multi-task and prioritize with frequent interruptions.
• Ability to effectively make critical, independent decisions, and function autonomously and as a team.
• Ability to define problems, create, and present solutions to decision makers.
• Ability to be a detail-oriented and strategic thought-partner who reports to the Executive Director and funders, as requested by the Executive Director.
• Proficient in Word, Excel, and Google tools.
• Dependable, strong work ethic.
• Demonstrates flexibility in scheduling.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
24/7 Crisis Response
• Maintain and continually enhance the 24-hour crisis line that ensures survivors have immediate access to crisis intervention and counseling, safety planning, referrals, safe shelter, and accompaniment services to hospital and law enforcement settings.
• Provide and/or arrange for 24/7 emergency transportation to shelter and other 24/7 accompaniment services following response policies and procedures.
• Provide a safe, confidential environment in office, and/or meeting spaces when providing in-person accompaniment advocacy services.
• Organize and prioritize advocacy-based counseling, on-going support, and crisis intervention activities in a non-judgmental, supportive, caring, compassionate and trauma-informed manner considering the needs of the survivor.
• Assist survivors in identifying and achieving goals by providing assistance, referrals, and resources that will assist them in achieving their goals.
• Provide comprehensive follow-up contact and services as needed.

Shelter Resident Advocacy and Program Maintenance
• Under guidance of the Shelter Manager, conduct intakes with survivors entering the safe shelter; assess the survivor’s trauma and needs with an understanding of the chronological maturation, physical, cognitive, emotional/psychosocial, spiritual, and cultural dimensions; implement inclusive and population specific interventions based on the survivor’s needs.
• Maintain and continually enhance the shelter’s home-like, trauma-informed environment and activities for youth and families utilizing safe shelter.
• Actively participate in staff meetings to ensure all shelter residents’ needs are represented and working to learn and strengthen programming and services in all aspects.
• Ensure shelter programming and services are provided in a trauma-informed, empowerment-based approach. Conduct follow-up with the Shelter Manager as needed.
• Develop, implement, and continually enhance innovative shelter services that address the special needs of shelter residents from diverse and/or underserved populations.
• Provide weekly, and as needed, resident support groups, family activities, and/or skill building sessions for shelter residents that help support a positive shelter experience that includes personal affirmation, conflict resolution, resident shelter maintenance responsibilities, and emotional support.
• Provide Embrace programming and tools to survivors in both individual and group settings following evidence-based best practices including a weekly support group.
• Educate survivors about domestic and sexual violence and their safety.
• Assist in conducting the course for victims for dropping restraining orders and no-contact orders of bond conditions, as needed.
• Maintain the Safe Exchange Program for parents and children at risk of continued violence related to custody exchanges and placement orders.
• Ensure adequate food and household supplies are available for shelter residents, survivors in waiting room spaces, and survivors needing to take supplies with them. Communicate with Shelter Manager to place food and supply orders as needed following policies and procedures.
• Maintain an efficient system that utilizes donated goods to sustain the quality and comfort of the shelter and to assist shelter residents in achieving self-sufficiency; upkeep the shelter wish list in coordination with Shelter Manager.
• Maintain and enhance cleanliness and organization of the shelter and shelter storage facilities, including the basement, lean-to, and garages by completing maintenance tasks, following cleaning schedule and as needed. Shovel entryways and sidewalks as needed to ensure shelter accessibility.
• Assist in the development and implementation of a shelter cleaning schedule, as needed, for the shelter that involves residents and Embrace staff. Coordinate ongoing cleaning with semi-annual professional cleanings, as requested.
• Maintain shelter evaluation tools and processes to assess effectiveness of shelter services and compliance with grant program objectives; identify unmet/emerging needs, develop and report recommendations for shelter program and services enhancements to supervisors.
• Assist Office and Volunteer Coordinators in training, supervising, and retaining shelter program volunteers and interns; provide suggestions for enhancing shelter programs with services from volunteers and interns.
• Provide comprehensive follow-up contact and services as needed.

Office and Administrative Coordination
• Maintain general office management of the office and shelter.
• Provide information to community agencies and partners requesting details about Embrace’s domestic and sexual violence services available for survivors.
• Prepare brochures and advertising materials for services and events at Embrace, as requested.
• As requested by Program Coordinators and/or the Executive Director, assist in maintaining an ongoing schedule that provides information and community outreach about domestic and sexual violence awareness throughout the county using printed materials, media, and educational events.
• Keep track of monthly Cash/Check Log and process deposits.
• Assist with the receipt and recording of donations; send corresponding thank you notes in a courteous and timely manner.
• Forward all bills/invoices to the Office and Volunteer Coordinator in a timely manner for processing.
• Maintain effective communication with staff on schedule changes and/or office activities.
• Maintain adequate stock of office, shelter, and program supplies; submit purchase order requests as needed following Financial Policies and Procedures.
• Maintain security of the office and/or shelter by checking doors, windows, and security system on an ongoing basis.
• Maintain regular communication with the Shelter Manager that includes reports on work activities and discussion of any emerging needs. Develop written reports as requested.
• Assist in narrative and data reporting to support grant objectives, as needed.
• Collect, maintain, and record program statistics to support grant objectives and community needs by required deadlines.

General
• Maintain harmonious working relationships with the community, staff, and volunteers.
• Communicate and interact in a professional, cooperative manner with other staff and volunteers at the level necessary to ensure quality work between day and night shelter shifts and between multi county locations.
• Maintain a professional, confidential, non-judgmental relationship with all survivors.
  o Maintain documentation and files that ensure confidentiality.
• Function within an environment of crisis involving sensitive issues, often in conjunction with physical trauma, psychological trauma, and substance use.
• Align with Embrace’s mission, vision, and values including non-violence and equity to historically oppressed and marginalized communities.
- Commit to becoming an aspiring ally to People of Color and other historically oppressed and marginalized communities; commit to learning ways to become more culturally humble and a better ally.
- As requested by the Executive Director, attend and participate at staff meetings, grant planning meetings, and assigned staff development sessions.
- Train, mentor, and contribute to the professional development of coworkers including incoming employees, interns, and volunteers, as requested by supervisor. Follow onboarding documents and program models for new hires and internships.
- Complete tasks as assigned by the Executive Director within the time frame established.
- Submit any proposed change in your work description to the Executive Director for prior approval.
- Maintain awareness of changes and adhere to organization operating policies and procedures.
- When time and job responsibilities permit, lend the necessary support to other programs or staff within the organization when a request is made or when the need to do so is apparent.

HOURS: Fulltime positions work between 30-40 regularly scheduled hours per week.
Part time positions work between 10 – 29 regularly scheduled hours per week.
This position is required to take occasional on-call response and accompaniment services shifts.
All Crisis Advocate positions are required to monitor scheduling changes and sub for coworkers as schedules allow.

PHYSICAL DEMANDS: The physical demands 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.
- Ability to work flexible, irregular hours with travel.
- Ability to lift and move 30+ pounds.

SALARY RANGE: $12.00 - $13.04/hour depending on experience
$3.00/on-call hour jumping to normal pay rate during in-person response plus overtime and holiday pay rates.

12.29.2015/kb
4.12.17/AG, 5.18.18/KB, 1/17/19 KB