

Crisis Intervention Advocate (Afterhours)

January 2019

eliminating racism
empowering women
ywca

silicon valley

Position Title: Crisis Intervention Advocate

Department: Support Services

Accountable to: Crisis Intervention Manager

Classification: Non-Exempt, Hourly

Accountability Framework:

Responsible for being in compliance with corporate policies and procedures and recommends improvements/changes to existing corporate policies to supervisor. Follows operational procedures within area of work, and provides feedback to supervisor. Receives support and supervision to ensure achievement of work in area of responsibility.

Purpose of Position: The Crisis Intervention Advocate provides crisis intervention services, including 24-hour in-person and telephone response, safety planning, crisis counseling, community referrals to individuals impacted by domestic violence, sexual assault, and human trafficking. The Crisis Intervention Advocate often serves as first point-of-contact for the community and completes intakes, assessments and screenings to other programs. To encourage survivor self-determination, services are delivered through a strengths-based, non-judgmental and trauma-informed lens that aligns with the YWCA Silicon Valley's mission of eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. The Crisis Intervention Advocate conveys empathy, respect and compassion to survivors when delivering all services. The Crisis Intervention Advocate is a member of a high-performing team and provides in-person and telephone response, intakes and screenings to adults and children impacted by sexual assault, domestic violence and human trafficking. The Crisis Intervention Advocate must not fail in delivering trauma-informed services, communicating survivor needs and/or any requests by external community partners to the team. To ensure safety, the Crisis Intervention Advocate must not fail to respond effectively to crisis situations and inform survivors and significant others of their legal rights to support them in their unique recovery path.

Competencies:

- Integrity & Accountability
- Communication
- Cultural Awareness
- Team-Work
- Self-Awareness & Emotional Intelligence
- Client-Centered Service
- Flexibility
- Commitment to Learning
- Attention to Detail
- Conflict Management
- Planning & Organizing
- Problem Solving & Analytical Thinking
- Relationship Building

Essential Functions & Responsibilities:

Client Service

- Provides in-person crisis intervention, safety planning, crisis counseling, community referrals to individuals impacted by domestic violence, sexual assault, and human trafficking
- Answers 24-7 Support Line to provide crisis counseling, safety planning, community referrals and information to adults and children impacted by sexual assault, domestic violence and human trafficking
- Provides Sexual Assault Response Team (SART) or Domestic Violence High Risk Team (DVHRT) response, by providing accompaniment to victims and their loved ones at the hospital
- Informs survivors and their families of their legal rights and options and supporting them in their choices throughout the reporting process.
- Effectively advocate for survivors with outside agencies and community organizations, including law enforcement and nurses
- Manages crisis situations, adheres to safety and department protocols and provides conflict resolution when needed.
- Identify barriers to services and advocate for higher quality of services with external service organizations.
- Conducts intakes, screenings, interviews and assessments of survivor needs.
- Assist in facilitating department trainings and community presentations as needed.
- Delivers afterhours support via an on-call rotation to provide crisis intervention services.

Performance is satisfactory when:

- Rapport is built during intake, interviews and subsequent survivor interactions.
- Survivors' choices are affirmed, autonomy and confidentiality are respected and experiences validated.
- Consistent communication channels, both verbal and written, between several parties (i.e. law enforcement, team members, SART nurses, collaborating agencies,) are maintained.
- Client confidentiality is maintained and in alignment with federal and state legislation as well as agency policy and survivor's preference.
- Calls are answered and responded to within the time limits dictated by Cal-OES standards
- Demonstrated compliance with safety policies and agency protocols/procedures to effectively respond to SARTs, crisis and safety threats.

Administration:

- Sustains the work of the team by supporting case coordination and in-person response activities, including but not limited to, proactive scheduling and referral follow-up
- Maintains accurate and confidential records (hard copy and soft copy) of client services (service plans and achievements) and demographics and updates records in ETO (Efforts to Outcomes database) on a timely basis.
- Keeps skills and knowledge relevant by participating in ongoing training opportunities.
- Supports the engagement of volunteers in the work and provide on-going training to volunteers.

- Actively participates in community-based meetings focused on sexual assault and domestic violence issues, and brings relevant information back to the supportive services team.

Performance is satisfactory when:

- Open and clear communication is present between team members during shifts and debriefs regarding program operations and survivor needs.
- Direct and non-violent communication is used to convey what you need to work with the teams and what you need to deliver services to survivors.
- Essential tasks that support the daily operation of case coordination and crisis intervention response are effectively completed, and cooperation with the entire team is demonstrated.
- Demonstrated grant compliance with maintaining accurate and confidential records on a timely basis.
- Data entry is completed within 48-hours of service delivery.
- Individual Development Plans are created, shared with supervisor, and implemented over the course of the year (demonstrating professional development).
- There is collaboration with the Crisis Intervention Manager to retain, orient, train, and evaluate Program volunteers and create volunteer opportunities based on Program need.

Additional Duties:

- Advance the mission, vision and values of YWCA Silicon Valley.
- Nurtures and forms meaningful internal and external working relationships and partnerships.
- Serve on priority, designated community committees representing the YWCA.
- Support the achievement of YWCA Silicon Valley's strategic plan.
- Serve and/or lead designated YWCA operational teams, task forces and/or committees.
- Identify and pursue opportunities for personal and professional development.
- Additional duties as assigned by Advocacy Manager.

Knowledge, Skills, and Abilities:

- Bachelor's degree or college course work in social services field or equivalent combination of education and experience.
- One-year work or volunteer experience in a social justice or social services environment preferred.
- Knowledge of and sensitivity to domestic violence/sexual assault and abuse issues, trauma, gender equity and/or other forms of oppression.
- Ability to exhibit warmth, empathy and supportiveness to clients impacted by trauma in a non-judgmental manner.
- Ability to work with culturally and socio-economically diverse populations.
- Understanding and application of program theories such as trauma-informed care, feminist, and anti-oppression/anti-discrimination frameworks.
- Committed to direct, open and non-violent communication.
- Ability to work with a high-performing team and also independently.

Desirable Qualifications:

- Prior peer counseling, advocacy-based counseling, case management or legal experience a plus.
- Active self-care practice
- Bilingual, bi-cultural and bi-literate skills highly preferred but not required.

Working Conditions:

- On call duties required
- Frequent local travel to hospitals and to law enforcement agencies
- Delivery of service may include overtime to accomplish task at hand.
- Prolonged periods of standing.
- Lifting up to 30 pounds.
- Susceptible to compassion fatigue and/or vicarious trauma

Special Conditions of Employment – Employee must have:

- Certification as a 65-hour trained California State Sexual Assault Counselor (Training will be provided)
- Valid TB Test
- Fingerprint and have cleared background check
- Valid California driver's license, reliable transportation and auto insurance

Signature of Employee: _____ **Date:** _____

Signature of Supervisor: _____ **Date:** _____