

Center Against Sexual and Family Violence Job Description

Title: Crisis Services Specialist/Coordinated Entry #1 – Shelter (FT)
Supervisor: Crisis Services Coordinator
Status: Non-Exempt- Full Time
Funding: HHSC – 22%, SAPCS-Block – 21%, VOCA - 57%

Scope of Duties:

Provide telephone crisis intervention, screen potential clients for appropriate services and/or referrals. Monitor activities and maintain accurate documentation and records in accordance with the Texas Department of Human Services, CASFV policies and procedures, and the Department of Housing and Urban Development (HUD).

Provide comprehensive advocacy services to victims of sexual assault and domestic violence. Services include, but are not limited to: Provide 2 on-call shifts per week for hospital accompaniments, crisis intervention, case management, safety planning, information/referral, and follow-up peer support to victims of sexual assault and domestic violence. Provide victims in the hospital setting with support in securing medical treatment, safe shelter, protective orders, referrals, transportation, education about agency services financial services, and follow-up assistance. Provide referrals to inner city shelters Perform other duties as assigned. Evening, holiday and weekend work required.

This is a non-exempt Full-time position which requires the approval of the Crisis Services Coordinator for work in excess of 40 hours in a work week.

Essential Job Functions:

1. Respond immediately to crisis hopeline telephone calls and provide information regarding the Centers' services and programs in an educational manner.
2. Provide telephone crisis intervention, safety planning, information/referral to community agencies to survivors of domestic violence and sexual assault; documents referrals. Regularly updates community resource list
3. Provide hospital accompaniment to survivors of sexual assault. On-call duty for hospital accompaniment includes weekend and night visits. Be placed on call roster a minimum of two shifts per week, one of which is a graveyard shift.
4. Provides follow up and wellness checks within 24 hours to all victims that were taken to the hospital. Also provides follow up calls to all victims who have been accepted into the shelter, but have not arrived.
5. Works closely with community partners and DV and SA advocates at Family Resource Center to help coordinate client services (intake, follow up, referrals, groups, court and legal accompaniments etc.)
6. Prepare required monthly reports in a timely and accurate manner for both the hotline and coordinated entry/2-1-1.
7. Assist with continued development, coordination and provision of Advocacy Training of staff and volunteers, and other trainings as necessary.
8. Provide training and technical assistance for the county coordinated entry/2-1-1 personnel on how to assess for and provide accurate resources for victims of domestic violence and/or sexual assault
9. Participate in a comprehensive initial training on the services provided by 2-1-1.
10. Participate in trainings related to homelessness, HMIS, and any others related to shelter systems and/or housing.

11. For 2-1-1 calls, ask customer's permission to conduct a customer survey during the call.
12. Maintain call quality and quantity standards for coordinated entry purposes, i.e. 2-1-1 call map, length of calls, calls per hour, and other required data.
13. Assist with the analysis of the coordinated entry system as well as implementation of system changes.
14. Provide crisis intervention to residents and assist with front office duties as needed.
15. Record timely and appropriate documentation in agency client record system to reflect delivery of services.
16. Attend staff meeting, secondary meetings and required training.
17. Be a positive team member
18. Other duties as assigned.

Other Duties:

1. Increase the Center's visibility in the community by attending assigned meetings and participating on behalf of the agency.
2. Represent the agency in a positive manner at all times.
3. Respect client at all times.

Minimum Qualifications:

Training and Experience:

High school diploma. Computer proficiency in MS Office applications. Demonstrate emotional stability, positive attitude, patience, empathy, assertiveness and good oral and written communications skills. Able to work flexible hours and weekends. Bilingual English/Spanish. Must have own transportation, valid Texas driver's license and current insurance.

This job description should not be construed to imply that these requirements are the only duties, responsibilities and qualifications for this job. Incumbent may be required to follow any additional instructions, acquire related job skills, and perform related work.

I have read and understood the Crisis Services Specialist- Coordinated Entry job description and am able to perform the functions described.

Signature: _____ Date: _____