

Center Against Sexual and Family Violence (CASFV)
Job Description

Title: Crisis Services Coordinator
Supervisor: Associate Director of Sexual Assault Services
Status: Non-exempt – full-time
Funding: 59% SAPCS-State; 41% VOCA

Scope of Duties: To plan, coordinate, and provide crisis intervention services to survivors of domestic violence and sexual assault. Coordinate and provide responses to crisis hotline callers, including deployment of staff and volunteers for hospital accompaniment to victims of sexual assault. Provide comprehensive advocacy services to victims of sexual assault and domestic violence. Services include, but are not limited to: Provide on-call coverage for hospital accompaniments, crisis intervention, 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. *Perform other duties as assigned. Evening and weekend work required.*

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for scheduling, monitoring, and evaluating coordinated entry staff assigned to his/her supervision in conjunction with Associate Director of Sexual Assault Services.
- Responsible for developing and distributing monthly schedule for staff and volunteers, the hospital accompaniment calendar, and for providing updated information to crisis line personnel.
- Provides on-call coverage for hospital accompaniment, four shifts per month and during emergencies/peak times more, as needed.
- Ensures all volunteers/staff are able to provide crisis intervention, medical and legal advocacy to survivors of sexual violence and their family/friends, provide proper referrals and information, and complete required documentation during hospital accompaniment.
- Serve on a rotating on call schedule of Secondary Advocates for hospital accompaniment. On call duty as Secondary Advocate includes being available one week, every 7 weeks for questions or concerns from primary advocates on hospital accompaniment.
- Responsible for coordinating staff and volunteer coverage for 24/7 crisis hotline/chat/text. Answers hotline calls/chat/text. Receives and reviews documentation of hotline calls, ensuring accuracy and completeness. Works closely with Client Services Coordinator for staff scheduling.
- Provides crisis intervention, safety planning, information/referral to survivors of domestic violence and sexual assault and provides information and referral to ancillary services for individuals contacting CASFV.
- Works closely with DV and SA advocates at Family Resource Center to help coordinate client services (intake, follow up, referrals, groups, court and legal accompaniments etc.)
- Prepares hospital outreach paperwork packets, (making sure that hospitals have enough copies of each Spanish and English packets), and coordinates with the Assistance League to assure that hospitals are supplied with clothing packets in all sizes.
- 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.
- Recruit, train and supervise volunteers and staff for hospital accompaniment in close coordination with Volunteer Services and A.D. of Sexual Assault Services. Maintain current records of volunteer hours and activities and submit to Volunteer Coordinator on a monthly basis.
- Acts as liaison to volunteers; coordinate and participate in volunteer trainings, and maintain a positive relationship with volunteers. Supervise volunteers and/or interns which may be assigned. Works closely with Volunteer Services.

- Record timely and appropriate documentation in agency client record system to reflect delivery of services and completes required reports for grant compliance for both CASFV and Coordinated Entry.
- Provides periodic training/workshops/seminars to volunteers, community groups and area agencies.
- Assists the Executive Director and other key staff with short and long-term goal setting, related to strategic and general program planning

OTHER:

- Attends and participates in agency staff meetings and other agency functions as directed by Supervisor and/or Executive Director
- Attends monthly HMIS and El Paso Coalition for the Homeless meetings.
- Notify Operations and Technology Directors of any needed equipment or facility repairs or maintenance.
- Attends conferences as directed by Supervisor and/or Executive Director
- Other duties as assigned by Supervisor and/or Executive Director
- This position is grant funded and is subject to elimination if the grant funding ends.

MINIMUM QUALIFICATIONS:

Bachelor’s Degree in Social Work or related field preferred. **However**, a combination of education and experience that can support the successful performance of the job will also be considered. Computer proficiency in Microsoft applications. Must have own transportation, and have a valid Texas driver’s license and current auto insurance. Must successfully complete Texas Office of the Attorney General-certified Sexual Assault Advocate Training and pass test within 2 months of beginning position.

Knowledge, Abilities, and Skills:

- Working knowledge of Texas law pertaining to domestic violence and sexual assault.
- Highly developed interpersonal skills.
- Highly developed written and verbal communication skills.
- Deliver presentations before public groups.
- Knowledge of working with volunteers, developing and organizing systems and people.
- Ability to develop positive relationships with individuals in the community.
- Proficiency in basic computer applications.
- Excellent follow-through and proven skills.
- Should be creative, articulate, and diplomatic.
- Ability to work independently as well as part of a team.
- Strong self-starter who feels comfortable taking the initiative in problem solving in order to meet the needs of clients
- Willingness to work flexible and irregular hours during peak periods.
- Fluent in English and Spanish

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 related instructions, acquire related job skills, and perform other related work. It is understood that during peak/critical times, staff may be asked to perform other duties not specifically outlined in their job description.

I have read and understood the Advocate - Youth Services job description and am able to perform the functions described.

Signature: _____ Date: _____