

Job Posting

Emergency Services Coordinator

Job Type
Full-time



Peace at Home Advocacy Center is a private non-profit organization established in 1978, serving Douglas County Oregon, and is committed to creating a community free from family violence, sexual assault, stalking and human trafficking through support, education and empowerment.

Peace at Home values diversity in the workplace and values the importance of addressing issues of racism, homophobia, able-bodyism, and other issues of oppression in order to make services accessible to all individuals regardless of race; color, sex, gender identity or expression; sexual orientation; national origin; religion; age; ethnic background. ***Survivors and people from historically marginalized communities are strongly encouraged to apply.***

Please submit an application packet containing: cover letter, application form, and resume to the Executive Director. To submit an application electronically, email melanie@peaceathome.com with "Emergency Services Coordinator" in the subject line.

Job Functions & Responsibilities:

The Emergency Services Coordinator is responsible for providing crisis response to survivors of domestic violence, sexual assault, stalking and human trafficking by providing high quality customer service, support, and work closely with other professionals (e.g. medical personnel, law enforcement). The Emergency Services Coordinator is also responsible for ensuring the Public Office team has the support and tools necessary to provide crisis services and manage the hotline.

Primary Duties:

- Answers the crisis line, immediately in a courteous and professional manner and provide in-person crisis response. Interventions include:
 - Assessment of victim/survivor needs and strengths
 - Provide supportive advocacy and peer counseling
 - Coordinate in-person meeting and emergency safe shelter options as needed
 - Offer information and referrals to community services using warm handoffs when possible
 - Assist with danger assessment and safety planning
 - Provide urgent transportation
- Offer assistance with accessing protective order forms and crime victims compensation
- Compile client demographic information, service data and survey results
- Provide information about community resources and participate in coordinated community responses
- Work with community partners to provide comprehensive information and referral crisis services
- Develop on-call schedules for the DV and SA team; including annual holiday calendar
- Other tasks and projects as assigned

Other Responsibilities:

- Seek regular supervision
- Work actively to promote team cohesion and productivity
- Perform assigned duties efficiently and promptly
- Actively participate in staff development activities and trainings
- Manage resources effectively (time, money, and materials) when performing essential duties
- Maintain monthly statistics and documentation promptly and accurately

Qualifications and Skills:

- Ability to perform crisis intervention and work with individuals/families in crisis
- Knowledgeable about family violence, sexual assault, and stalking
- Compassion, empathy, understanding, patience when dealing with others
- Strong advocacy, active listening, and communication (verbal and written) skills
- Being sufficiently self-aware of personal issues when interacting with trauma survivors/clients
- Ability to perform responsibilities efficiently, and independently with professional judgment
- Ability to represent organization in professional manner to clients and community
- Basic knowledge of Microsoft, Outlook
- Understand how racism, sexism, classism and other forms of oppression intersect and are embedded in all institutions and systems. Knowledge regarding the impact of oppression on survivors of sexual violence
- Demonstrate cultural humility by searching for understanding and taking action toward racial, gender and class equity
- Support the organizational culture that all board members, staff, volunteers, clients and community partners are treated with respect and dignity regardless of race, ethnic background, gender or socioeconomic background. Understand how racism has played a role in defining what respect and dignity is and use racial equity and multiracial perspective when teaming with others
- Responsible for contributing to a workplace that focuses on the needs of every individual to achieve his or her full potential, appreciating diverse beliefs, practices and experiences
- Understand the neurological, biological, psychological and social effects of trauma and the prevalence of these experiences in a person seeking services

Physical Demands to perform regular duties of this job include: Remaining in a stationary position for long periods of time; constantly operate a computer and other office equipment; frequently moving audio/visual equipment, training materials, and office supplies weighing up to 25 pounds; occasionally sets up training/meeting spaces

Other Requirements

- Ability to occasionally travel within and outside of Oregon State. Must have current driver's license and proof of car insurance. Peace at Home will request a driving record at no cost to the applicant.
- Required to be available by phone to respond to crisis calls.
- Ability and willingness to be on call, work weekends and evenings is required
- Adheres to all agency policies and practices.
- Current criminal background/fingerprint check and pre-employment drug screening required.
- Other duties may be assigned by Executive Director