

Job Opening Crisis Line Specialist

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Application Deadline:
Open Until Filled

Location
Public Office
1202 SE Douglas Ave
Roseburg OR 97470



Peace at Home
ADVOCACY CENTER

Peace at Home 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 supports social justice work by 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 a cover letter and resume to the Executive Director. Applications can be found on the website at www.peaceathome.com. To submit an application electronically, email melanie@peaceathome.com with the position title in the subject line. To submit your application via postal service, mail to: PO Box 1942, Roseburg OR 97470.

Summary: The Crisis Line Specialist is stationed at the public office and shelter office and is responsible for providing crisis response to survivors of domestic violence, sexual assault or stalking by providing high quality customer service, support, and work closely with other professionals (e.g. medical personnel, law enforcement). This position requires weekly evening and weekend shifts to answer and respond to 24/7 Hotline calls.

Primary Job Functions:

- Answer the 24/7 Hotline, immediately in a courteous and professional manner
- Provides services to each caller:
 - Assess participant needs
 - Provide supportive advocacy and peer support
 - Crisis intervention as needed (face-to-face at Public Office)
 - Coordinate emergency safe shelter
 - Offer information and referrals to community services using warm handoffs when possible
 - Assist with safety planning and available options

- Provide urgent transportation
- Accurately obtain and record victim demographic information for use in identifying service and geographic needs of callers
- Stays abreast of community resources and coordinated community responses
- Works with community partners to provide comprehensive information and referral crisis services
- Provide assistance to shelter residents to meet their urgent needs, as necessary
- Turn rooms, clean houses when needed, assist with grounds maintenance, etc.
- Assist with Case management and Facilitating Support Groups

Skills Required:

- Ability to perform crisis intervention and work with individuals/families in crisis
- Knowledgeable about family violence, sexual assault, and stalking
- 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 work independently, self-motivated
- Ability to represent organization in professional manner to clients and community
- Effective multi-tasking and ability to prioritize
- Compassion, empathy, understanding, patience when dealing with others
- Understanding of oppression and cultural humility: recognition of and respect for diversity
- Flexibility, ability to adapt to change
- Basic computer skills
- Bilingual (Spanish/English) preferred

Other Requirements

- Ability to occasionally travel within and outside of Oregon State. Must have a passing driving record, current driver's license and proof of car insurance
- Ability and willingness to be on-call, work weekends and evenings is required
- Current criminal background/fingerprint check and pre-employment drug screening required

The USDOJ and Peace at Home Advocacy Center are equal opportunity providers and employers.