

Job Opening Crisis Line Specialist

Job Type

Full-time

Classification:

Non-Exempt

Salary:

\$15.45 an hour

Location

Public Office

1202 SE Douglas Ave

Roseburg OR 97470



Peace at Home
ADVOCACY CENTER

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 and stalking 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.***

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.

The Crisis Line Specialist must be capable of and consistently exhibit:

- Ability to perform crisis intervention and work with trauma survivors
- Self-Awareness of personal issues when interacting with trauma survivors
- Ability to effectively communicate both verbally and written
- Ability to resolve conflict effectively
- Self-motivated and the ability to work with minimal supervision
- Leadership skills, with the ability to motivate and coordinate staff and volunteers
- Ability to be culturally agile and work effectively with underrepresented populations
- Ability to represent the agency in professional manner
- Effective time management skills and the ability to prioritize
- Compassion and empathy, understanding, patience when dealing with others
- Flexibility, ability to adapt to change

Job Functions & Responsibilities:

- Answers the crisis line, immediately in a courteous and professional manner and provide in-person crisis response. Interventions include:
 - Assessment of 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
 - Assess and assist with direct assistance e.g. door locks, cell phone, housing
- Provide urgent transportation
- Offer assistance with accessing protective order forms and crime victims compensation
- Complete call logs, client information forms and surveys
- Provide information about community resources and participate in coordinated community responses
- Work with community partners to provide comprehensive information and referral crisis services
- Seek regular supervision
- Report program challenges, successes, and needs to the Executive Director

Qualifications and Skills:

- Experience providing advocacy or other related experience
- Proficient in Microsoft Office programs
- Skills to coordinate team meetings

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers; handle or feel objects, tools, or controls. The employee is required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually moderate but varies based on location and activity.

Other Requirements

- Ability to occasionally travel within and outside of Oregon State. Must have current driver's license and proof of car insurance.
- Required to be on-call on weekends, evenings and holidays as part of a weekly rotation

**Peace at Home Advocacy Center is an Equal Opportunity Employer,
drug free workplace and complies with ADA regulations as applicable.**