

Job Opening

Crisis Line Specialist/Shelter Advocate

Job Classification: Non-Exempt

Pay Grade: 14 (Range \$15.98- \$23.97)

Benefits

100% employer paid Individual Health + Dental Insurance

12 Paid Holidays

96 Hours vacation annually starting

Paid sick leave up to 96 hours annually



Peace at Home
ADVOCACY CENTER

Job Summary:

Do you take pride in being dependable and following through on your commitments? Do you tend to go with the flow and thrive in dynamic environments? If so, we are looking for you!

The Crisis Line Specialist is a member of the shelter team and responsible for client services and the upkeep of shelter programs and facilities. Evening and weekend shifts include supporting shelter residents and answering and responding in person to crisis line calls. This position reports directly to the Program Manager, serving to meet the needs of survivors and the agency's mission. The work environment and demands can be challenging at times, but also very fulfilling, given the nature of supporting survivors. The ideal candidate possesses a strong commitment to customer service, self-awareness, boundary setting, as well as self-care, to ensure a healthy work-life balance. If this sounds like a position for you, apply today.

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 to make services accessible to all individuals regardless of race, color, sex, gender identity or expression, sexual orientation, national origin, religion, age, or ethnic background. Survivors and people from historically marginalized communities are encouraged to apply.

Application Process: Email your resume and cover letter to alex@peaceathome.com

Essential Duties/Responsibilities

1. Competently answer and respond to crisis line calls (on the 24/7 Hotline) by providing both trauma-informed phone services and in-person response, including assessment of client's needs, safety planning, information and referrals, and peer support.

2. Collaborate with other advocates and supervisors to determine the need for shelter and/or meeting the clients' safety goals.
3. Provide effective crisis intervention and shelter services to residents.
4. Develop individualized goal plans with client and monitors progress in achieving goals.
5. Work with the shelter team to maintain the facility including room turns, property inspection, as well as office and vehicle upkeep.
6. Provide transportation for clients as it relates to safety, health, or self-sufficiency.
7. Networking with other agencies and community partners to improve services and access to survivors.
8. Maintain client documentation and service records, promptly and accurately.

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

- Maintain client privacy and confidentiality under state and federal law.
- 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 in writing.
- Ability to resolve conflict effectively.
- Ability to problem solve both independently and as part of a team.
- Self-motivated and the ability to work with minimal supervision.
- Ability to be culturally agile and work effectively with underrepresented populations.
- Ability to represent the agency in a 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.

Qualifications:

- High School Diploma or GED. Experience working with survivors of domestic violence, sexual violence or human trafficking preferred.

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 50 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.

This role will frequently interact with clients who share information about their trauma/violent crime. The Crisis Line Specialist must be able to hear and read details about situations/incidents involving emotional, psychological, and physical trauma.

Other Requirements

- Desire to understand the root causes and impacts of interpersonal violence, sexual assault, stalking and human trafficking.
- 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.
- Adheres to all laws, agency policies and practices.
- Required to work evenings and weekends as part of the on-call schedule.
- Willingness to work flexible hours to meet deadlines.

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