

Job Opening

Emergency Services Coordinator

Posting Date: October 15, 2025

Job Classification: Full-time, Non-Exempt (Hourly)

Salary: \$23.82/hour

Benefits

100% employer paid Individual Health + Dental Insurance

3% Employee Match Retirement Fund (403 b Plan)

Life + Disability Insurance

12 Paid Holidays

96 Hours vacation annually starting

Paid sick leave up to 96 hours annually

Location: Roseburg, OR

Regular Schedule: 1.0 FTE, Monday – Friday 8:30am-5pm; evenings and weekends on-call rotation.

Summary: The Emergency Services Coordinator is responsible for providing crisis response to survivors of family violence, sexual assault, stalking and human trafficking by providing high quality customer service, support, and work closely with other professionals (e.g. courts, 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.

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, or ethnic background. Survivors and people from historically marginalized communities are encouraged to apply.

Application Process: Apply online through [Indeed.com](https://indeed.com)

Essential Duties/Responsibilities:

1. 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



Peace at Home
ADVOCACY CENTER

- 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
2. Offer assistance with accessing protective order forms and crime victims' compensation
 3. Compile/enter client demographic information, service data and survey results
 4. Provide information about community resources and participate in outreach events
 5. Work with community partners to provide comprehensive information and referrals
 6. Develop on-call schedules with the DV team; including annual holiday calendar
 7. Other tasks and projects as assigned

Qualifications and Skills:

- Ability to perform crisis intervention and work with individuals/families in crisis
- Knowledgeable about family violence, sexual assault, and stalking
- Understand the neurological, biological, psychological and social effects of trauma
- 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
- Understand how racism, sexism, classism and other forms of oppression intersect and are embedded in all institutions and systems
- 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
- 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 and ensure advocate confidentiality and privilege is maintained for the safety and empowerment of survivors

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.

This role will frequently interact with other team members who share information about clients who have experienced trauma/violent crime. The employee must be able to hear and read details about situations/incidents involving emotional, psychological and physical trauma.

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.
- Adheres to all laws, agency policies and practices.
- Willingness to work flexible hours, be on-call, and meet deadlines.

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

Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____