

Crisis Intervention Advocate

Position Overview

Working under the supervision of the Crisis Intervention Services Coordinator, Crisis Intervention Advocates are the first point of contact for individuals seeking refuge from intimate partner violence, most typically through the safe house shelter operated by the organization. The primary location for service delivery by the Advocate is at the shelter with vital functions including support of the 24-hour hotline, hospital accompaniment, case management, transportation to legal/medical/counseling services, and direct assistance in helping clients secure a safe and uplifting residence of their own. While *many position responsibilities are outlined, it is understood that additional duties may be the Crisis Intervention Services Coordinator with oversight by the CEO as they pertain to the effective and efficient operation of the organization.*

Essential Job Functions:

- Responds to 24-hour hotline calls and conducts lethality assessment;
- Assists each caller in completing a comprehensive safety plan;
- Provides hospital accompaniment to victims of domestic violence and sexual assault at the local hospital(s) including on-call availability;
- Conveys intake information to callers and completes intake process for residents;
- Completes reporting requirements including call logs, incident reports, statistical reports, and other items as requested;
- Conducts regular rounds of the shelter and proactively interacts with clients;
- Ensures all shelter spaces are prepared to receive guests;
- Utilizes 45-day Program and maintains appropriate (and detailed) case notes for each client;
- Speaks with community groups and partner organizations to educate others around the issues of domestic violence and sexual assault while ensuring awareness of the services of the YWCA and how to access them;
- Develops and revises programmatic initiatives to best meet the needs of the clients being services;
- Takes an active role in maintaining and improving the appearance of the shelter, program materials, and any other outputs utilized by participants, staff, volunteers and other interested parties;
- Provides regular on-site shelter support. *This is a 24-hour program and all team members must be available weekends, evenings, and holidays. A regular schedule is provided, but may be altered if warranted by the program.*
- Attends staff meetings and trainings as scheduled.

Case Management Details:

- Provides initial orientation (including client handbook, procedures, and tour) at the time of intake;
- Familiarizes client with 45-day program plan;
- Completes intake paperwork including establishing comprehensive file;
- Maintains comprehensive case notes for each client including status of formalized goals and objectives;
- Connects clients with YWCA and community partner resources for healing and independence;
- Maintains appropriate boundaries with residents;
- Maintains confidentiality per COMAR and agency guidelines.

Facility Operations Details:

- Completes morning and evening procedures as outlined;
- Ensures food and other supplies are stocked, inventories, and organized;
- Monitors alarm system and security cameras;
- Checks lighting and grounds to ensure safety;
- Receives donations and follows logging procedures;

- Works with volunteers to ensure they are best utilized, valued, trained, and thanked;
- Performs light housekeeping duties to maintain the appearance of the home;
- Prepares meals for residents;
- Outlines program calendars including meals, outings, activities, support groups, and others as appropriate;
- Participates weekly activities with residents and encourages involvement;
- Prepares welcome kits for all new residents (adults and children, restocks supplies as needed, solicits donations for this purpose);
- Provides minor maintenance requiring simple hand tools and schedules outside vendors for more complex maintenance needs. Maintenance expenditures over \$200.00 must first be approved by a supervisor.

Additional Duties:

- Participates in regular supervision with the Crisis Intervention Coordinator for case management review and discussion.
- Works with program colleagues to coordinate and plan agency programming for residents such as Career Building, Life Skills, Financial Planning, Resume Writing, Anger Management, and Alcohol and Drug prevention (*This may be agency-wide*);
- Prepares Exit Summary at the time of transition for each client.

Requirements:

- Minimum requirement: Bachelor's degree in human services field, 3 years of experience with non-profit programs, specific experience in crisis intervention and trauma informed care highly preferred.
- Additional knowledge preferred includes case management experience, training specific to victim's services, grant research and writing skills, and experience with program development (writing curriculum, understanding metrics, establishing outcomes, and program evaluation).

Knowledge and Skills:

- Experience working with individuals in crisis;
- Clear, concise, and error free writing skills;
- Timeliness in completed required components of the position;
- Holds self and others accountable for quality work;
- Positive attitude and proactive (and respectfully direct) when addressing a misunderstanding;
- Ability to work independently with sound judgment;
- Proficient in Microsoft Office;
- Aware (or takes initiative to become educated) in community resources;
- Comfortable and effective in presenting in front of groups;
- Ability to work day, evening, nights, and weekends as directed by the Crisis Intervention Coordinator in support of a 24 hour a day, 7 days a week facility.
- Able to bend and lift 40 pounds;
- Availability of a vehicle and a current driver's license.
- Commitment to the mission and vision of the YWCA of Annapolis and Anne Arundel County;
- Clear background check and positive professional references.