



On-Call Crisis Line Specialist Job Description

Title: On-call Crisis Line Specialist

Program: Crisis Line

Hours: Variable

Supervisor: Director of Crisis Line

Status: Non-exempt/union represented

Compensation: \$22.00 per hour, access to Paid Sick Leave

Position Summary:

Provide high quality support, advocacy, safety planning, and information and referral to persons experiencing harm from domestic violence, sexual assault, stalking, and sex trafficking. Work closely with social service providers, medical personnel, and other professionals through Call to Safety's crisis line.

This position is a hybrid position, with the expectation that there will be in person meetings, working days, and events. Confidentiality will be required while working from home.

All persons of every race, ethnic background, spiritual belief, economic status, gender identity, sexual orientation, age or personal ability, are equally affirmed into membership, leadership and employment at Call to Safety and are joyfully welcomed

Responsibilities:

- Answer the crisis line in a courteous and professional manner
- Provide 4 services to all callers while upholding Call to Safety's *Promising Practices*:
 - Emotional support
 - Information and referrals to community services using warm hand-offs/transfers when possible
 - Assistance with safety planning and brainstorming available options
 - Crisis intervention as needed
- Return voicemail and emails from participants and community partners
- Provide persons experiencing harm from stalking, domestic violence, sexual assault, and sex trafficking with advocacy, information, referrals and resources as appropriate
- Accurately obtain and record demographic information for use in identifying service and geographic needs of callers
- Stay informed of community resources and coordinated community responses
- Work with community partners to provide comprehensive information and referral crisis services

- Maintain a level of comfort and ability around basic technology (email, databases, text, chat, etc.) as well as future systems as our technology needs progress
- Other tasks and projects as assigned

General Responsibilities – as a member of the Call to Safety staff, you are expected to assist with the following, as needed:

- Attend monthly staff meetings and occasional retreats
- Challenge the systemic oppression of nonprofit industrial complex and the inherent and intentional structures of white supremacy for the betterment of our community internally and externally
- Assist with office cleaning responsibilities
- Other duties as assigned

Qualifications – Required:

- Commitment to creating a healthy work environment that is dedicated to ending domestic and sexual violence and other forms of oppression
- Philosophy compatible with Call to Safety Mission statement
- Commitment and enthusiasm for continual growth and learning, including assessing and addressing vicarious trauma in yourself and team members
- Demonstrated ability to problem solve and be proactive
- Ability to prioritize a multitude of tasks and handle a variety of projects simultaneously
- Ability to maintain a high level of confidentiality for safety of callers and staff
- Strong computer technology skills, including Microsoft Access, Excel, Outlook and Word
- Ability to learn new technology systems and implement within scope of duties

Qualifications – Strongly Preferred:

- Lived experience in historically and intentionally oppressed populations including but not limited to the communities served by Call to Safety
- Fluency in a language in addition to English

Employee Signature

Date

Director of Crisis Line

Date