

CRISIS WORKER HEARTLY HOUSE

Positions include full-time (35 hours/week), part-time benefitted (21 hours/week), part-time unbenefitted (less than 21 hours/week) and substitute (hours per week vary). Some positions require evening (3pm-10pm) and/or weekend (9am-10pm) hours. All positions except subs have the potential to be hybrid (a portion of the hours worked remotely). Written and oral fluency in English and Spanish preferred for some positions. These positions report directly to the Crisis Services Director.
Pay rate; \$19/hr

AREAS OF RESPONSIBILITIES (may vary some, depending on the specific position and shift)

- Provides support, education on the dynamics of abuse, and referrals via the crisis hotline to victims of domestic violence, sexual assault, and child abuse, particularly Spanish speaking clients
- Responds to Lethality Assessment Program (LAP) calls and administer lethality screens and danger assessments while working with victims
- Performs administrative duties, as necessary, and assists in maintaining the day-to-day functioning of the crisis hotline
- Provides in-person crisis intervention
- Be available to shelter clients in crisis
- Directs clients to appropriate service resources including but not limited to housing, health, education, training, childcare and/or employment
- Assists with data entry for statistical purposes
- Maintains relationships with other department staff, law enforcement, and other direct service agencies
- Advocates on behalf of clients to ensure access to service resources outside of Heartly House
- Maintains accurate client records
- Maintains client confidentiality at all times
- Completes other duties as assigned by Crisis Services Director

EDUCATION AND EXPERIENCE

- BA or equivalent combination of education, skills, and experience
- Strong computer skills required
- Strong verbal and written communication and interpersonal skills required. Must be able to work with a broad diversity of people and have a professional demeanor
- Written and oral fluency in Spanish preferred
- Must be organized, responsible, reliable, professional, and punctual
- Must be able to travel to meetings and trainings
- Crisis Intervention experience preferred
- Successful completion of Heartly House training sessions