

Job Description – Crisis Services Coordinator

Hired by: Executive Director

Reports to: Program Director

FLSA Status: FT, Exempt

40 hour/week minimum expectation

General Role Description

Primary responsibility is to provide crisis support to survivors of sexual and domestic violence and to provide support to the crisis center staff in serving clients, data entry, answering 24-hour hotline, support fiscal director and office management responsibilities.

DUTIES AND RESPONSIBILITIES

- ❖ Answer crisis and business lines, and provide crisis counseling/intervention, make necessary referrals, and/or connect the caller to the appropriate staff member or other professional. Provide telephone support to all Riverview Center offices to ensure the best service to all callers.
- ❖ Respond to walk-in survivors and clients coming to Riverview Center for services.
- ❖ Assist with the intake and assessment process of new clients.
- ❖ Assist clients in completing, filing, etc. court documents for an order of protection or civil no contact order and accompany clients to court
- ❖ Assist clients with safety planning
- ❖ Provide Advocacy to survivors of domestic and sexual violence:
 1. Case management services - assistance with identifying community supports to meet medical, economic, child care, substance abuse and other needs
 2. Employment and education assistance, including job skills training
 3. Accompaniment to medical, economic, and other community appointments
 4. Offer financial management, life skills, conflict resolution, and parental skills classes and/or support
 5. Support groups
 6. Other Advocacy such as DCFS, parent or teacher advocacy
 7. Provide access/referrals to safe housing options
- ❖ Coordinate new and ongoing client services with direct service staff.
- ❖ Identify and explain options available to victims via telephone or in person.
- ❖ Offer & provide off-site services, transportation of clients (domestic violence victims), and/or transportation assistance to ensure meaningful access to services
- ❖ Create on-call schedules for the 24-hour hotlines by working with staff and volunteers to meet the coverage requirements
- ❖ Document all contact with the survivor/caller/client.
- ❖ Provide support to fiscal director (deposits, processing checks, bank reconciliation, invoicing, grant reports, etc.)

- ❖ Provide support to other staff such as data base and other computer input, filing, and office management.
- ❖ Participate in on-call and hotline dispatch on a rotating basis. Availability to respond in-person to hospitals, police stations, and other 24-hour facilities to provide support, advocacy, and crisis counseling/intervention.

General Duties and Responsibilities:

- ❖ Provides the supervisor with timely monthly reports
- ❖ Attends staff meetings and individual supervision meetings; prepare appropriately.
- ❖ Ability to handle sensitive and confidential information.
- ❖ Ability to work flexible hours.
- ❖ Attain knowledge and awareness of, and, abide by Riverview Center employee guidelines.
- ❖ Support agency awareness and fundraising activities.
- ❖ Perform all other duties assigned by the Program Director or Executive Director in keeping with the purpose of Riverview Center.

Knowledge Required

- ❖ Associate's Degree accepted, Bachelor's encouraged
- ❖ Strong communication and interpersonal skills
- ❖ Computer and office technology skills, organizational skills, and ability to work in a fast-paced office with a variety of responsibilities
- ❖ Completion of 60 hour training in domestic violence and sexual assault/abuse field to meet legal requirements for confidentiality and ongoing training.
- ❖ Able to deal with crisis situations and to deal sensitively with victims of domestic and sexual assault & significant others.
- ❖ Commitment to and understanding of issue surrounding domestic and sexual violence/abuse and how it impacts the lives of the victims and, impact on other social problems.

I _____ have read the job description of the **Crisis Services Coordinator** and understood the responsibilities of this position.

Signature of Employee

Signature of Executive Director

Date

Date