JOB DESCRIPTION, PRN Employee
Crisis Intervention Specialist (Hotline Employee)

Agency Summary: The Victim Center (TVC) is a nonprofit that serves adults and children who have experienced violent or sexual crimes. All services are free-of-charge and include 24/7 crisis intervention, daytime advocacy, prevention education, and mental health counseling.

Diversity, Equity, and Inclusion (DEI): The Victim Center believes that all people deserve to feel respected, included, and safe. We foster our commitment to equitable treatment by engaging in trauma-informed practices that support the physical and emotional safety of clients, staff, volunteers, donors, and community members who choose to walk with us.

We know that trauma stemming from violent or sexual crimes may also be compounded by past and present trauma from prejudice, bias, and discrimination. We honor each individual's journey with us as unique and self-driven. We see strength in differences. We understand that the principles of diversity, equity, and inclusion are essential to our effectiveness in fostering health and safety in our community.

TVC does not tolerate unlawful discrimination in its employment practices. No question in this application process is used for the purpose of limiting or excluding an applicant from consideration for employment on the basis of race, color, ancestry, national origin, gender identity, sex, sexual orientation, marital status, religion, age, disability, results of genetic testing, service in the military, HIV Status, or any other protected status under applicable federal, state, or local law.

Job Summary: Primary focus will be to assist victims who have experienced or witnessed a violent or sexual crime. Position will provide crisis intervention, crisis response, and information and referrals in person or over the phone to individuals who contact the organization's 24-hour crisis response line. Position will primarily work from home and is expected to assist victims over the phone, virtually, or in-person as needed.

Reports to: Director of Advocacy

Work Location: Primarily works from home, however, position will also be responsible for responding in-person when necessary and required by policy to assist victims at pre-designated safe locations, such as hospital emergency rooms, Greene County law enforcement agencies, non-profit partner locations, or "other" pre-approved locations in Greene County.

Employment Status: This is an hourly non-exempt position.

Work Hours: Assigned as needed daily 5 pm-8 am and 8 am-5:30 pm Fridays-Sundays. Additional daytime shifts may be assigned based on office closures, such as for holidays or agency events.

Weekend availability is required. Minimum four (4) 8 am-5:30 pm weekend (Friday 5 pm – Monday 12 am) shifts per month and up to additional 10 shifts per month is required if offered

by the agency. Occasional pre-planned absences (e.g. vacation, occasional personal appointments) or emergencies are allowed. Daytime business hours for training or a special staff meeting may occur on occasion.

Compensation: Employee will receive minimum wage for all trainings, staff meetings, Waiting to be Engaged on-call time, and all other duties performed that are not considered Active Hotline Work. Employees will earn (2) times (double) the minimum wage rate for Active Hotline Work assisting a caller. PRN employees are not eligible for benefits.

Core Responsibilities: Crisis Intervention and Hotline Support

- Remain available for entire assigned shift to provide crisis intervention via phone, virtually, or in-person. Cannot be working another job while waiting to engage.
- Respond to local hospitals, law enforcement agencies, or other safe locations occasionally and as requested.
- Assist victims with information and assistance in completing ex parte petitions.
- Assist with safety planning & danger assessments
- Provide personal advocacy, to also include crime victim's rights information and assistance registering with MOVANS
- Discuss effects of victimization with clients, as appropriate
- Provide information about Crime Victim Compensation and Safe at Home
- Maintain high-level of communication and collaboration as-needed with law enforcement, prosecuting attorney, hospital personnel, etc., while maintaining client confidentiality standards
- Make necessary reports of child/elderly/disabled abuse to appropriate agencies as required by law
- Refer for individual and group counseling at The Victim Center
- Provide victims with information and referrals to ancillary community resources
- Respond to inquiries/requests for service from clients, partner agencies, and supervisors in a timely manner.
- Follow all TVC policies, procedures, and trauma-informed approaches

Additional Responsibilities:

- Maintain appropriate documentation of all service information, in accordance with funding source requirements and TVC policies.
- Maintain appropriate timesheets as required.
- Maintain a close working relationship and trust with community agencies and individuals who provide ancillary services to victims of violent crimes.
- Maintain and improve professional expertise through continuing professional education.
- Protect client confidentiality at all times, as dictated by agency policies and protocol.
- Adhere to the After-Hours Employee Hotline Policy
- Follow all safety and security policies, as outlined by agency policies and protocol.

- Follow all other agency policies and protocols and to perform any and all duties assigned, as they relate to the agency's mission.
- Attend required team meetings.
- Other duties as assigned by Director of Advocacy and other TVC leadership.

Required Qualifications:

- Bachelor's Degree or equivalent work + educational experience combined, to perform the essential duties of the job. Preference will be given to those in a social/human services or related field
- Excellent oral and written communication skills
- Basic computer skills, including Windows and Gmail platforms, and Microsoft Word
- Reliable transportation to assist Greene County victims in-person
- Ability to pass a national criminal background check and a Child Abuse and Neglect investigative background check
- Ability to sit and/or stand for extended periods of time interchangeably
- Ability to lift and carry 10 pounds (such as training materials, laptops, and supplies)
- Reliable cell phone and sufficient minutes to accommodate assisting victims over-the-phone and communicate with supervisors and TVC associates in a timely manner.

Preferred Qualifications:

- Demonstrated experience and success providing crisis intervention services
- Experience working with at-risk populations
- Knowledge of community resources and referrals available to low-income and under-resourced populations
- Knowledge of how to navigate the civil and criminal court or investigation systems

Core Competencies and Motivational Fit:

- Commitment to The Victim Center's mission, values, and goals
- Thorough understanding of trauma and its impact on victims; ability to respond to clients in a trauma-informed manner
- Constant awareness of emotional and physical safety concerns for clients and TVC associates, in adherence to TVC's safety standards
- Cultural sensitivity and adherence to TVC's statements on DEI and nondiscrimination
- Ability to provide emotional support and stabilization to victims in crisis

Special Considerations for Off-Site Positions:

- To complete paperwork and other assigned duties as applicable and able when otherwise not engaged in direct response to client calls.
- To be a motivated, self-starter who uses all time on the clock to accomplish tasks and mission of TVC.

- To check in as needed with designated supervisor(s) with any questions, concerns, etc. at any point during shift.
- To adhere to TVC's Work-from-Home policies

I acknowledge that I have received a copy of this job description and understand that it contains important information about my position and duties.

_____ _____

Signature and Printed Name of Employee Date

_____ _____

Signature and Printed Name of Direct Supervisor as Witness Date