

ALBION FELLOWS BACON CENTER, INC.

Crisis Intervention Advocate - Part-Time Job Description

Summary: The Crisis Intervention Advocates reports to the Residential Program Director. They are responsible for maintaining security of shelter and following Center policy for ensuring the safety of residents. They provide 24-hour coverage of crisis lines and all telephone calls. The Crisis Intervention Advocate provides support to residents as needed and assumes responsibility for shelter activities during shift.

Reports to: Residential Program Director

Duties and Responsibilities

- Maintains security of shelter following Center policy.
- Conducts security checks of building during second and third shifts.
- Answers business and crisis calls in a manner consistent with the Center's policy.
- Provides information and refers individuals not eligible for shelter at the Center to other appropriate area agencies.
- Engages in crisis intervention advocacy in a manner consistent with Trauma Informed Care
- Provides support to residents.
- Completes initial intake and orients new residents to shelter policies and procedures.
- Completes nightly census when working 3:00 p.m. to 11:00 p.m. shift.
- Maintains shift log.
- Attends all CIA staff meetings and participates in in-service training.
- Responds to emergencies in a calm, professional manner.
- Utilizes the on-call system for emergencies.
- Mediates disputes between residents.
- Remains familiar at all times with various emergency procedures.
- Acts as liaison between domestic and sexual assault victims via crisis line and volunteers to provide immediate advocacy.
- Collaborates with the Residential team to facilitate group sessions with residential clients
- Is expected to help cover shifts (vacations, sick, emergency, holidays etc.)
- Performs other duties as assigned.

Statistical Reporting

- Maintain data records to be compiled for reports, including client demographics, bus tokens, etc.

General Responsibilities

- Adhere to agency policies and work rules, including confidentiality and code of ethics.
- Meet regularly with the Residential Program Director for supervision and consultation.
- Participate in agency staff meetings and other team meetings as required by supervisor.
- Attend trainings and continuing education activities as assigned.
- Other duties as assigned.

Qualifications

- Knowledge of domestic and sexual violence issues.
- Ability to work sensitively with adults and children who have experienced trauma using a trauma-informed approach, while maintaining appropriate boundaries and demonstrating the empowerment philosophy of advocacy.
- Ability to work with diverse populations.
- Ability to work independently and as a member of a team.
- Ability to perform word processing, database, email, and other computer functions.
- Effective oral and written communication skills.
- Ability to work effectively in a fast-paced and high-pressure work environment. Excellent organizational skills and ability to manage multiple tasks.

Requirements

- Complete Albion New Employee training program.
- Consent to a Criminal Background Check.
- Valid Indiana driver's license, proof of vehicle insurance & access to a car during work hours.
- Obtain or maintain account with a financial institution for direct deposit of pay checks.

Non-Exempt (part-time)