



**Embrace
On-Call Crisis Advocate
Job Description**

POSITION OBJECTIVE:

The On-Call Crisis Advocate is responsible for providing a 24/7 crisis response for survivors most impacted by domestic and sexual violence in the four-county service area of Washburn, Rusk, Price, or Barron County. The On-Call positions respond with accompaniment advocacy services to domestic and sexual violence survivors seeking transportation, forensic medical exams, emergency medical attention, and/or advocacy accompaniment services across the four-county service area. This position provides trauma-informed, empowering advocacy services and support to shelter residents and children. The position assists in maintaining a home-like environment in shelter.

RESPONSIBLE TO: Operations Director

FLSA STATUS: Non-exempt

REQUIREMENTS:

- Must be licensed to drive in Wisconsin (current and valid) and have own transportation and vehicle insurance.
- Must be 18 years or older.
- Must have a mobile phone, internet access or mobile data.
- Remain in cell reception areas to receive patched through calls.
- All crisis calls will be handled in a private, quiet, and confidential manner and location.

SKILLS AND ABILITIES:

- Experience in advocacy, human services, and nonprofit organizations, preferred.
- Demonstrated skills and understanding in working with survivors of domestic and sexual violence.
- Good communication (oral and written), organizational, and interpersonal skills.
- Skilled in maintaining a visible role in the community which demands a high level of professionalism, and ability to effectively interface with other county community partners also serving survivors.
- Demonstrates time management and organizational skills with an ability to multi-task and prioritize with frequent interruptions.
- Ability to effectively make critical, independent decisions, and function autonomously and as a team.
- Ability to define problems, create, and present solutions to decision makers.
- Ability to be a detail-oriented and strategic thought-partner who reports to the Operations Director and funders, as requested by the Operations Director.
- Proficient in Word, Excel, and Google tools.
- Dependable, strong work ethic.
- Demonstrates flexibility in scheduling.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

24/7 Crisis Response and Advocacy Support for Survivors

- Maintain and continually enhance the 24-hour helpline that ensures survivors have immediate access to crisis intervention and counseling, safety planning, referrals, safe shelter, and accompaniment services.
 - Responsible for immediately answering the 24/7 helpline.





- Update and have access to crisis binder, accompaniment binder, accompaniment response backpack, and other work materials per response procedures.
- Assist survivors in identifying and achieving their goals by providing advocacy-based counseling, general assistance, referrals, and resources in a survivor-centered, empowerment-based approach.
- Educate survivors about domestic and sexual violence and their safety.
- Provide comprehensive follow-up contact and services as needed.
- Set up appointments via Google Calendar for Program Coordinators to meet with survivors.
- Maintain coverage and security of the shelter and offices.
 - Provide and/or arrange for 24/7 emergency transportation to shelter and other 24/7 accompaniment services following response policies and procedures; accompany survivors to meetings and appointments as needed or as requested.
 - Compensate for transportation and geographic barriers by traveling to meet with survivors (mobile advocacy) in confidential and safe locations as needed and schedule availability allows (community centers, libraries, schools, etc.). Provide a safe, confidential environment when responding to calls, and/or meeting spaces when providing accompaniment or mobile advocacy.
- Maintain excellent communication among day and night staff and among outreach and shelter staff that includes reports on work activities, shift updates, and discussion of any emerging scheduling or survivor needs.
- Actively participate in required staff meetings to ensure all survivors' and shelter residents' needs are represented and working to learn and strengthen programming and services in all aspects.
- Adhere to survivor-led and trauma-informed approaches by understanding the impact of trauma and promoting physical and emotional safety, ensuring cultural relevance and chronological maturation and cognitive relevance, and supporting choice, control, and autonomy. Work in partnership with the survivor and understand that no two situations are alike. Critical thinking, exploring services, and solving problems are a fluid and flexible team effort, treating the survivor as the experts in their own lives.
- Offer information that increases the survivor's understanding of trauma and coping skills, and offer opportunities for choice and control which develops and strengthens mutually supportive relationships between Embrace and survivors.
- Strive to understand and be responsive to all aspects of a survivor's identity including culture, language, religion, sexual orientation, socio-economic status, and immigration status as these factors impact the survivor's physical and emotional safety.
- Provide information to community agencies and partners requesting details about Embrace's domestic and sexual violence services available for survivors.
- Collect, maintain, and record program statistics to support grant objectives and community needs by required deadlines.
- Maintain regular communication with the Executive Director and Operations Director that includes reports on work activities and discussion of any emerging needs. Develop written reports as requested.

Shelter Resident Advocacy and Program Maintenance

- Ensure shelter programming and services are provided in a trauma-informed, empowerment-based approach. Conduct follow-up with the Housing Engagement Coordinator as needed.
 - Train and support new Crisis Advocates in these approaches.





- Maintain compliance with direct service procedures and policies.
- Maintain and continually enhance innovative shelter services that address the special needs of shelter residents from diverse and/or underserved populations.
- Maintain the shelter's home-like, trauma-informed environment and activities for youth and families utilizing safe shelter.
- Ensure adequate food and household supplies are available for shelter residents, survivors in waiting room spaces, and survivors needing to take supplies with them. Communicate with Housing Engagement Coordinator if supplies are needed.
- Maintain an efficient system that utilizes donated goods to sustain the quality and comfort of the shelter and to assist shelter residents in achieving self-sufficiency.
- Assist as requested in the cleanliness and organization of shelter storage facilities, including the basement, lean-to, and garages following maintenance tasks and cleaning schedule. Shovel entryways and sidewalks as needed to ensure shelter accessibility.
- Maintain on-call victim advocate program and shelter evaluation tools and processes to assess effectiveness of services and compliance with grant program objectives. In partnership with Housing Engagement Coordinator and Program Coordinators, identify unmet/emerging needs, develop and report recommendations for program and services enhancements to supervisors, and implement decided program and services changes.

Office Management

- Maintain general office management of the office and shelter as requested.
- Prepare brochures and advertising materials for services and events at Embrace as requested.
- Maintain effective communication with staff on schedule changes and/or office activities.
- Assist Operations Director in training, supervising, and retaining shelter program volunteers and interns; provide suggestions for enhancing shelter programs with services from volunteers and interns.
- Maintain adequate stock of office, shelter, and program supplies; submit requests for supplies as needed following Financial Policies and Procedures.

General

- Maintain harmonious working relationships with the community, staff, and volunteers.
- Communicate and interact in a professional, cooperative manner with other staff and volunteers at the level necessary to ensure quality work between day and night shelter shifts and between multi county locations.
- Maintain a professional, confidential, non-judgmental relationship with all survivors.
 - Maintain documentation and files that ensure confidentiality.
- Function within an environment of crisis involving sensitive issues, often in conjunction with physical trauma, psychological trauma, and substance use.
- Align with Embrace's mission, vision, and values including non-violence and equity to historically oppressed and marginalized communities.
- Commit to becoming an aspiring ally to People of Color and other historically oppressed and marginalized communities; commit to learning ways to become more culturally humble and a better ally.
- As requested by the Executive Director or Operations Director, attend and participate at staff meetings, grant planning meetings, and assigned staff development sessions.





- Train, mentor, and contribute to the professional development of coworkers including incoming employees, interns, and volunteers, as requested by supervisor. Follow onboarding documents and program models for new hires and internships.
- Complete tasks as assigned by the Executive Director or Operations Director within the time frame established.
- Submit any proposed change in your work description to the Executive Director or Operations Director for prior approval.
- Maintain awareness of changes and adhere to organization operating policies and procedures.
- When time and job responsibilities permit, lend the necessary support to other programs or staff within the organization when a request is made or when the need to do so is apparent.

HOURS: This position is required to take at least one on-call response and accompaniment services shift per month. On-Call shifts are flexible depending upon the employee's availability. On-Call employees will be compensated at the regular rate for checking emails during their on-call shift, immediately answering crisis calls, responding to accompaniment requests, traveling to accompaniment requests or shelter, and sending follow up email updates. Otherwise on-call means the employee isn't actively working; they are working from home and on standby or rest time waiting to be engaged but are available to respond immediately to helpline calls and leave their designated on-site worksite radius/location within 10 minutes of receiving the call. The employee's on-call worksite location will be determined at hire. All Crisis Advocate positions are required to monitor scheduling changes and sub for coworkers as schedules allow.

On-Call Hours are as follows:

Monday-Thursday 4:30 PM – 8:30 AM (16 Hours)

Friday 1:00 PM – 8:00 AM (19 Hours)

Saturday 8:00 AM – 8:00 AM (24 Hours)

Sunday 8:00 AM – 8:30 AM (24.5 Hours)

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work flexible, irregular hours with travel.
- Ability to lift and move 30+ pounds.

SALARY RANGE: On-Call Rate: \$3.00/Hour
Regular Rate: \$17.00/hour (Sunday-Friday shifts), \$18.00/hour (Saturday shifts)
On-Call Crisis Advocates are eligible for Overtime and Holiday Pay per the Embrace Personnel Policies.





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