

**POSITION TITLE:** Crisis Line Operator - Part-time

**REPORTS TO:** Director of Programs

**JOB SUMMARY:** Assist in carrying out the mission and goals MSH by providing high-quality support, information, and referrals to survivors of domestic violence, as well as work closely with social service providers, medical personnel, police, and other professionals who may be reaching out through the crisis line. This position is the first contact that clients will have with the agency. This person will listen with an empathetic ear and guide the caller to the services or resources that best fit the situation. **To be successful in this role, you will need to be emotionally intelligent, quick thinking, calm, and compassionate.**

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#### **A. Primary Duties**

- Serve as the primary advocate answering the crisis line during the weekends and holidays and providing timely responses and referrals to callers. Ensure that all calls are answered in a compassionate and professional manner.
- Complete the initial call sheets for all callers.
- Complete the initial in-take paperwork for callers screening into an MSH program/service.
- Provide an average of five services to each caller:
  - o Assess participant needs.
  - o Provide supportive advocacy and peer support.
  - o Crisis intervention as needed.
  - o Offer information and appropriate referrals to community services using warm handoffs when possible.
  - o Assist with safety planning and brainstorming available options.
- Return voicemails and emails from participants.
- Provide clients in immediate danger with a cab ride to a safe location or assist those individuals to a hotel if appropriate.
- Provide callers with advocacy, information, referrals, and resources as appropriate, with a special emphasis on providing “**supportive advocacy**” and “**warm hand-offs**” to other area providers.
- Accurately obtain and record client demographic information for use in identifying the service and geographic needs of callers
- Stay abreast of community resources and coordinated community responses.
- Work with community partners to provide comprehensive information and referral crisis services.

- Maintain a level of comfort and ability around basic technology (email, databases, etc.) as well as future systems as our technology needs to progress.
- Provides Crisis Line training as needed to volunteers.
- Ensures that staff and volunteers are kept abreast of new/additional resources in real-time.
- Other tasks and projects as assigned.

## **B. General Responsibilities**

As a member of MSH, you are expected to assist with the following tasks, as needed:

- Attend monthly all-staff meetings and department meetings when scheduled.
- Serve as a visible spokesperson and advocate for MSH's mission and programs in the community.

## **C. Qualifications**

### **Required:**

- A bachelor's degree in human services, or equivalent work experience
- A minimum of 6 months (preferably one year) of domestic violence experience
- A current Victim Service Provider (VSP) or obtain your VSP within (6) months.
- Recent experience (within the past two years) working with survivors of domestic and sexual violence.
- Advocacy, counseling, or crisis intervention experience.
- Strong organizational abilities and team participation skills.
- Ability to work well with a variety of people from diverse backgrounds.
- Excellent verbal and written communication skills.
- Demonstrated ability to problem solve and be proactive; and to prioritize and handle a variety of projects simultaneously.
- Flexibility and the ability to work on multiple tasks simultaneously.
- Commitment to building a multi-racial, diverse team.
- Ability to maintain confidentiality.
- Strong computer technology skills, including Microsoft Excel, Word, and Outlook

### **Preferred:**

- Individuals who are bilingual and/or bicultural.
- A bachelor's degree in human services
- Knowledge or experience in the field of domestic violence

## **D. To Apply**

**Qualified applicants should submit a cover letter and resume to Minerva Labrador, Director of Programs, at [Minerva@MySistersHouse.com](mailto:Minerva@MySistersHouse.com)**