

NEW HORIZONS



SHELTER & OUTREACH CENTERS

Breaking Silence. Empowering Lives.

Position Title: Back-Up Crisis Advocate – La Crosse

Summary: Under the direct supervision of the Assistant Director, the Crisis Advocate is responsible for the daily function of a safe and secure home like environment within the shelter. The Crisis Advocate is responsible for managing crisis situations related to the 24 hour crisis line and shelter life.

Qualifications: A BA/BS in a human services related field **OR** a combination of relevant education, employment and/or life experience is preferred. Experience with crisis intervention skills and an understanding of the dynamics and issues of shelter living is preferred. A clear understanding of or an interest in the individual and social dynamics of domestic violence, sexual assault, stalking and harassment is needed. Proficiency with Microsoft Outlook, Microsoft Word, Microsoft Office Publisher, keyboarding skills and the ability to learn new computer programs (including but not limited to data entry) with training is a must. The ability to maintain a positive work atmosphere by acting and communicating in a manner that promotes honesty, integrity and cooperation with clients, co-workers, management and the general public is needed.

Hours: This position is non-exempt (paid hourly). The ability to work flexible hours is necessary and duties require working days, evenings, nights, weekends and holidays. Travel is required.

Principal Duties and Responsibilities:

- 1) provides shelter and crisis line clients with crisis intervention; options for problem solving; supportive assistance; advocacy; information and referral; safety planning; choices; options; and conflict resolution skills that are culturally sensitive and non-judgmental
- 2) responds to law enforcement related contacts/needs efficiently and with speed following policies and procedures accurately i.e. Domestic Reports, Jail Releases etc.
- 3) assures appropriate and timely record keeping including but not limited to entering daily data (includes computer and paper forms)
- 4) facilitates support groups as assigned by supervisor
- 5) participates in public education work within La Crosse and Trempealeau Counties as assigned by supervisor
- 6) communicates concerns of the organization and client needs with co-workers and management daily to assure an efficient operation of the organization. Includes but is not

limited to personal care items for clients, program needs, office supplies and maintenance needs

- 7) attends and participates in meetings within the organization as assigned by supervisor. Includes but is not limited to Full Staff meetings, Direct Service meetings and Crisis Advocate Meetings
- 8) participates on committees within the organization i.e. Awareness Committees, Safety Committee, etc. (may be assigned by your supervisor)
- 9) participates in planning and is present at fundraisers and functions of the organization i.e. Candlelight Vigil, Oktoberfest Parade, Annual Meeting, bake sales, etc. a minimum of two times per year (may be assigned by your supervisor)

Other Responsibilities and Requirements:

- 1) has reliable transportation, a valid driver's license and vehicle insurance
- 2) is committed to professional development and requests to attend a minimum of two trainings per year outside of the organization. These trainings must be related to domestic violence, sexual assault, stalking or harassment or related areas
- 3) maintains a clean, organized and comfortable agency environment within the organization
- 4) trains and supervises volunteers as appropriate, ensuring volunteers receive a well-rounded experience
- 5) performs other duties as assigned by supervisor

Environmental Factors:

- 1) Work is normally performed in an office and/or residential setting but is not limited to the organization
- 2) Constant interpersonal interactions including speaking and hearing within a shelter environment