

New Horizons Shelter and Outreach Centers

Position Title: Lead Crisis Advocate

Reports to: Executive Director

Date of Review: September 2022

Summary: The Lead Crisis Advocate is responsible for the daily function of a safe and secure home like environment within the shelter; managing crisis situations related to the 24-hour crisis line; supporting and advocating for the victims and survivors of domestic abuse, sexual violence, and human trafficking. The Lead Crisis Advocate is responsible for the direct supervision of the crisis advocates.

Hours: This position is salaried. The ability to work flexible hours is necessary and duties require working days, evenings, overnights, some weekends, and holidays to accommodate client and/or organizational needs. Travel may be required.

Qualifications:

- High school diploma or equivalent required
- BA/BS in a human services field OR lived experience preferred
- Embracement of the mission of New Horizons
- Experience working with trauma survivors required
- Excellent computer skills including knowledge of Microsoft Office required
- Supervisory experience preferred
- Ability to manage multiple projects simultaneously required
- Extreme tact and discretion required
- Experience in crisis intervention preferred
- Knowledge of domestic violence, sexual assault and human trafficking preferred
- Bilingual preferred

Competencies:

- Respectfulness and relationship building – builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect
- Team focused and collaborative – promotes cooperation and commitment within a team to achieve goals and objectives
- Self-accountability and work standards – sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks
- Stress tolerance – maintains composure in highly stressful or adverse situations
- Conflict management – helps others to effectively resolve complex or sensitive disagreements or conflicts

- Valuing diversity – helps to create an environment that embraces and appreciates diversity
- Confidentiality, integrity, ethics, and trust – maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions

Principal Duties and Responsibilities:

COMMUNICATION EXCELLENCE

- Models and empowers all to use effective communications
- Communicates important information to the team and disseminates along appropriate communication lines. If necessary and appropriate, will communicate to all staff at once
- Maintains client files, statistics, forms, and other record keeping as required, all paperwork and entries into the client records database by the end of each workday
- Responds respectfully to law enforcement related contacts efficiently and with speed (domestic reports and jail releases)

LEADERSHIP, MANAGEMENT AND EMPOWERMENT OF ASSIGNED PERSONNEL

- Maintains a working environment/climate that attracts, keeps, and motivates a diverse staff of top-quality people
- Engages in and models supportive, healthy relationships through setting boundaries and demonstrations of respect with clients and co-workers
- Directly supervises the crisis advocates
- Responsible for scheduling around the clock staff coverage of the shelter
- Responsible for recruiting and releasing supervised personnel
- Responsible for approving timesheets, requests for leave and purchases of supervised personnel
- Responsible for completing regular performance evaluations of supervised personnel
- Ensures development and education of supervised personnel
- Provides support and direction to supervised personnel
- Attends and ensures that shelter program meetings are held; attends other staff meetings as directed
- Disseminates important information and decisions to supervised personnel; mentors supervised personnel on policies and procedures
- Promptly addresses difficulties or problems that arise per agency protocol

COMMUNITY PUBLIC RELATIONS, COLLABORATION, AND EDUCATION

- Establishes sound and collaborative relationships with community groups and service providers

- Is present at functions that promote our organization and access to our services and programs

DIRECT SERVICES

- Interacts sensitively with traumatized populations
- Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy
- Provides a varying number of clients with crisis intervention; supportive and active listening; choices and options; supportive goal-oriented counseling; safety planning; educational counseling related to domestic abuse, sexual violence, and human trafficking; resources and referrals to social service agencies; legal advocacy and court support
- Provides Crime Victim Compensation information
- Models non-violent conflict resolution and uses non-violent forms of guidance that are culturally sensitive and non-judgmental
- Models and actively promotes positive, nurturing interactions
- Facilitates shelter support groups and peer support
- Takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all

Other Responsibilities and Requirements:

- Adheres to agency policies and work rules, including strict adherence to New Horizons confidentiality policies
- Has reliable transportation, a valid driver's license, and vehicle insurance
- Is required to attend Crime Victim Compensation (CVC) Training through the Office of Crime Victim Services within one year of employment
- Is committed to professional development attending trainings regarding leadership and communication as well as domestic / sexual violence
- Trains and supervises volunteers as appropriate
- Maintains a clean, organized, and comfortable environment within the organization
- Performs other duties as assigned by supervisor

Working Conditions:

- Work is normally performed in an office and/or residential setting but is not limited to the organization
- Constant interpersonal interactions
- Frequent changes in duties, tasks, and circumstances

Acknowledgement:

This description describes the general nature and skills required of this position. The "Principal Duties and Responsibilities" describe the functions considered essential to the position. The description does not state or imply that these are the only duties and responsibilities assigned to the Lead Crisis Advocate.

Employees may be required to perform other duties of the organization related to client services as requested or assigned by the Executive Director. All requirements are subject to change at the discretion of the Executive Director.

The working conditions listed are intended to indicate the kinds of tasks and levels of work circumstances required of the Lead Crisis Advocate and shall not be interpreted as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under supervision. The use of specific terms or examples of functions shall not be interpreted as excluding other duties not mentioned that are comparable in level of difficulty.

I have read and understand the Lead Crisis Advocate position description. I have reviewed the duties, responsibilities, and working conditions of this position. I understand that this document does not create an employment contract between me and New Horizons Shelter and Outreach Centers. I also understand that I may at any time terminate my employment relationship with New Horizons and I equally understand that New Horizons is an at will employer.

Employee Signature

(Printed Name)

Date

Supervisor Signature

Date

November 2013 AK
Updated: 02/14; 10/16
2021; 9/2022 amk