

Family Crisis Center of East Texas
(Women's Shelter of East Texas, Inc.)
Job Description

Job Title: Crisis Worker
Dept./Program: Shelter/Outreach – Victim Assistance Program
Reports to: Program Director
FLSA Status: Non-Exempt
Approved by: Executive Director
Approval Date: September 2011

POSITION SUMMARY:

Plans, coordinates, and implements services to victims of domestic violence and/or sexual assault through the 24-hour hotline, 24-hour Safehouse, and Outreach services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Answers 24-hour hotline, assesses caller's needs, and determines eligibility for Shelter admission or makes appropriate referrals.

Provides "Resident Orientation" orally and in writing within 16 hours, for clients entering the Shelter. Ensures documentation of resident orientation.

Provides crisis intervention, safety planning, information/referral, and follow-up for shelter and outreach clients.

Provides or arranges transportation allowing families to safely arrive at the Shelter and allowing families to access needed community services during their stay at the Shelter.

Completes intake process for each client and arranges for the immediate needs of each family member in residence.

Assist in providing a "legal needs assessment" for clients.

Screens victims for Protective Order and Emergency Protective Order eligibility and assists victims with completion of protective order application.

Manages Shelter operations to ensure enforcement of Shelter rules, policies, and procedures; ensures a calm, supportive atmosphere; maintains the security of the Shelter; distributes of incoming client mail; supports client participation in group meetings.

Prepares meals for shelter clients.

Facilitates weekly meeting with residents to problem-solve and address concerns. Facilitates weekly peer support groups.

Attends mandatory meetings and trainings.

Completes exit procedures for each client, ensuring that exit interviews are scheduled within 24 hours of exit from Shelter.

Documents appropriate information in client files and communication log in a timely manner. Completes all appropriate forms maintained in resident client files.

Manages Shelter to ensure health and safety guidelines are enforced.

Monitors and maintains stock in Shelter supply areas, pantries, first aid cabinet, and linen closet; reports Shelter needs to Supervisor.

Pick-up donations and/or groceries

Follows shift procedure and performs daily household duties to maintain a clean, safe, and orderly environment.

In accordance with the philosophy of the agency, may be required to carry out or assist with other tasks in addition to the duties listed above.

Promote and act in accordance with the agency's mission and goals.

Miscellaneous:

Attends and participates in agency staff meetings and other agency functions as directed by Supervisor and/or Executive Director

Attends conferences as directed by Supervisor and/or Executive Director

Other duties as assigned by Supervisor and/or Executive Director

Believes in, promotes and acts in accordance with the agency's mission and goals

This position is funded by a grant and is subject to elimination if the grant funding ends.

SUPERVISORY RESPONSIBILITIES:

This position has no direct supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to aid individuals with disabilities to perform the essential functions.

EDUCATION, TRAINING AND/OR EXPERIENCE:

High school diploma with a minimum of two (2) years work or volunteer experience in crisis intervention service activities. Associates degree in social services with two (2) years work or volunteer experience in victim assistance services preferred. Experience in and knowledge of family violence theory preferred.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to write accurately and concisely for client file documentation and staff information. Ability to speak effectively before groups and clients. Ability to communicate in a helpful and courteous manner. Bilingual skills in English/Spanish strongly preferred.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as addition, subtraction, multiplication and division, as it applies to practical situations.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to organize workloads and set priorities to carry out assigned tasks in a timely manner. Ability to manage multiple duties. Ability to demonstrate discretion and common sense.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must have and maintain a valid Class C Texas Driver's License and proof of current insurance. Must have and maintain an acceptable criminal record check.

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. This job requires frequent sitting, walking and standing. Frequent telephone contact. Frequent local travel. Occasional reaching, lifting up to 20 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to aide individuals with disabilities to perform the essential functions. Frequent exposure to communicable diseases. Occasional exposure to clients with addictions or psychiatric disorders. Occasional exposure to irritating or caustic substances (i.e. cleaning fluids, bleach).

SIGNATURE BLOCKS

I acknowledge receipt of the above Job Description

Employee

Date

I have reviewed the Job Description with the employee

Supervisor

Date