

RAPE CRISIS INTERVENTION SERVICE JOB DESCRIPTION

Job Title: Crisis Intervention Specialist (CIS)
Reports to: Clinical Director (CD)
Employment Status: 35 hours/week, Salaried position/Exempt. Position contingent upon funding availability. Flexible hours to meet client requirements; evenings/weekend and on-call hours as needed.

JOB SUMMARY:

The Crisis Intervention Specialist is part of the Rape Crisis Intervention Service's crisis intervention and clinical services program. The primary responsibility for this position is to provide crisis intervention services to survivors of sexual violence via virtual and in-person sessions as well as through our 24-hour helpline. In addition, this position is charged with recruiting, training and managing agency volunteers. Must maintain accurate and up-to-date documentation of all client contact.

ESSENTIAL DUTIES AND RESPONSIBILITIES

CLIENT SERVICES

- Provide first response to client walk-ins and helpline calls
- Provide survivor advocacy and accompaniment to emergency medical care and medical forensic exams
- Provide first response to police and court accompaniments
- Conduct needs assessment for each client and provide the following as appropriate: crisis intervention, safety planning, advocacy, referrals, and follow-up
- Responsible for scheduling 24/7 helpline coverage; provide back-up coverage when volunteers are unavailable
- Coordinate and distribute helpline coverage schedule to answering service, volunteers, and staff
- Actively participate in helpline coverage and Emergency Dispatch List (EDL)
- Regularly consult with RCIS Clinical team regarding volunteer/client therapeutic issues
- Maintain therapy wait list; contact clients when therapy openings are available
- Maintain client database; keep database current with all client/helpline activities; provide required reports
- Maintain up-to-date, factual, and complete client files
- Assist with facilitating and providing crisis intervention during support and psycho-educational groups
- Participate in regular individual and group supervision as required
- Maintain the confidentiality of client, staff, volunteer, and agency information
- Maintain appropriate boundaries with clients, community members, and staff

VOLUNTEERS

- Actively recruit, train, certify and monitor a minimum of 20 helpline volunteers
- Recruit and monitor agency interns and other volunteers
- Ensure all potential volunteers and interns are properly screened and vetted prior to initial training
- Plan, organize and facilitate volunteer meetings, trainings, and continuing education
- Follow-up with volunteers after helpline activity; complete appropriate paperwork; enter data into client database; ensure helpline callers receive follow-up
- Routinely provide consultation and feedback to volunteers, address performance issues
- Routinely update and review volunteer training program and materials
- Initiate and execute volunteer recognition/appreciation events
- Ensure that agency standards, protocols, and procedures regarding clients and volunteers adhered to

- Coordinate with other staff regarding utilization of volunteers for various agency related activities; schedule volunteers accordingly
- Create and maintain volunteer outreach public relations/educational materials including pamphlets, brochures, and other handouts

OTHER DUTIES

- Promote, support, and demonstrate the mission, vision, and values of RCIS through both behavior and job performance, as well as adhere to policies, procedures, and standards on a day-to-day basis
- Compile and enter monthly and yearly statistical, narrative, and other reports as directed
- Attend conferences and trainings as needed to stay up to date on current best practices
- Perform other duties as assigned by Clinical Director

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Social Work, Psychology, or other related discipline
- Experience in crisis intervention and management preferred
- Minimum two years' experience working in related environment
- Previous experience with volunteers or serving in a volunteer capacity preferred

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent oral and written communication skills
- Must be organized and able to meet and manage scheduling demands
- Thorough understanding sexual assault, trauma, domestic violence, dating violence, and related issues
- Thorough understanding and knowledge of diverse communities, underserved populations, inclusivity, and accessibility
- Competency in word processing and presentation software; database experience helpful
- Must be able to respond within one hour for Carroll Hospital Accompaniments
- Ability to work flexible schedule including days, evenings, and occasional weekends
- Must possess valid driver's license and have access to reliable, insured vehicle
- Must pass criminal background check (conducted every three years)