



Position Title: Bilingual (Spanish speaking) Crisis Line Advocate

Accountability: Crisis Line Clinical Director

FLSA Status: Non-Exempt

Status: Full-Time

Mission Statement: To provide trauma-informed services, to advocate for domestic violence survivors and their children, and to promote prevention of domestic violence through community awareness and training.

Position Summary: Assist survivors and other callers who initiate contact with Sistercare's 24/7 crisis line. Provide crisis intervention assessments using a trauma-informed approach for emergency shelter admissions and community referrals. Implement policies and procedures and provide mentoring opportunities to all staff who answer the crisis line.

Responsibilities:

1. Maintain and continually enhance the 24/7 crisis line to ensure both English and Spanish speaking survivors have immediate access to crisis intervention, safety planning, community referrals, safe shelter, and other Sistercare services.
2. Answering crisis line calls using a trauma-informed, client-centered, and non-judgmental approach.
3. Enhance and routinely update the referral directory.
4. Work to provide crisis intervention to domestic violence survivors calling the crisis line from local hospitals or medical facilities – or hospital staff calling on behalf of the survivor.
5. Input direct service and collateral time into Sistercare's client database according to Sistercare's policies and procedures.
6. Provide oversight for crisis line quality assurance in client database as assigned.
7. Communicate and collaborate regularly with Sistercare staff to ensure quality services.
8. Publicize the crisis line by contacting health and human service agencies, law enforcement, and local businesses/civic organizations/faith-based organizations to provide crisis line information and disseminate crisis line cards, contact emails and telephone communications.
9. Remain current in national best-practices for domestic violence crisis line / warm line programs.
10. Take appropriate first steps in a crisis line emergency.
11. Attend twelve (12) hours of Victim Service Provider (VSP) training each year to remain in compliance and active status as a VSP.
12. Perform other duties as required.

QUALIFICATIONS:

- Bachelor's degree, preferred, in human services, social work, psychology, or behavioral science and/or equivalent experience.
- Two (2) years minimum of customer service experience.
- Fluent in Spanish.
- Must demonstrate informed sensitivity and respond effectively and appropriately to crisis line callers.
- Knowledge of gender-based violence.
- Agreeable with flexible work hours.
- Must be able to work independently.
- Must have computer knowledge.
- Must have a valid South Carolina driver's license, a vehicle to be used for work related travel and vehicle insurance.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

The noise level in the work environment is usually moderate to loud. The employee frequently is required to use hands or fingers, handle, or feel objects, tools, various forms of technology or controls. The employee must be able to stand; walk; sit for prolonged periods of time; reach with hands and arms; climb or balance; and stoop, kneel, crouch, run or crawl. The employee must have the ability to follow written and oral instructions and procedures.

The employee must be able to work under regular, moderate levels of stress and must be able to regularly lift and move up to 10 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

Employee

Date

Executive Director

Date

12/2023