



JOB ANNOUNCEMENT

Crisis Helpline Advocate

Description

Full Time position responsible for direct Crisis Helpline coverage Monday through Friday, with flexibility to provide additional coverage as needed including holidays, equal to 37.5 hours per week. Serves in an on-call rotation as backup for part-time staff supervisors (Crisis Helpline Backup supervisors), with two (2) other full-time staff. Provides counseling or referrals as appropriate. Assist in coordinating various aspects of the Crisis Helpline program to support 24-hour coverage, including assistance with Crisis Helpline training and observations, supervision of volunteers and practicum students/interns, and providing support and back-up to the Crisis Helpline staff and volunteers.

Qualifications

Bachelor's degree in Social Work, Psychology, or other social sciences required.

Experience providing direct services to victims and survivors of domestic and sexual abuse and violence, crisis hotline experience preferred.

Ability to be non-judgmental with callers, listen, communicate effectively, share resources and information, and empower others to make their own choices.

Demonstrates appropriate decision-making strategies; uses sound judgement when problem solving and assessing caller's needs; follows and communicates agency policy and procedure.

Ability to coordinate various aspects of programming to support coverage of Safe Connections Crisis Helpline; supervisory experience to support crisis line volunteers and practicum students/interns with learning objectives preferred.

Demonstrated ability to operate a computer and use Microsoft applications.

Knowledge of St. Louis Metro area resources required.

Must be in commuting distance to the St. Louis metropolitan area.

Responsibilities

Has primary responsibility for answering the Crisis Helpline, with flexibility to provide additional coverage, including weekends and holidays, as needed. Documents all calls/texts for daily statistics and the purpose of program evaluation.

Collects program outcome data, documents of all calls/texts for daily statistics, communicates program needs to supervisor and contributes to evaluation of Crisis Helpline.

Completes all documentation in a timely manner, provides statistical and descriptive data for development and administrative purposes.

Participates in the training of staff, practicum students and helpline volunteers.

Responsible for following and implementing standard procedures related to the Crisis Intervention program.

Responsible for compiling and reporting grant information and other helpline data, including but not limited to those for collaborative grants.

Contributes to evaluation of Crisis Helpline, including oversight of the volunteer evaluation process.

Participates in weekly supervisory, staff, and case consultation meetings.

Demonstrates awareness of socioeconomic and cultural diversity.

Contributes to Crisis Helpline scheduling and coordination of volunteers to maintain 24-hour coverage.

Participates in agency committees, time permitting.

Other duties as assigned.

Resume and cover letter required to be considered for the position to Robin Anderson, HR Generalist robin@safeconnections.org

Position will remain open until filled. No phone calls please.

Safe Connections seeks and celebrates diversity in its staff community and provides a dynamic team environment. A trauma-informed culture with a high value on self-care, mentoring and professional development is an organizational hallmark. We are an equal-opportunity employer. Employment decisions are made based on merit and organizational needs, not on race, color, citizenship status, national origin, ancestry, gender, gender identity, gender expression, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation or any other factor protected by law. For more information about Safe Connections, please visit our website at safeconnections.org.