

## Anew: Building Beyond Violence and Abuse

### Job Posting

<b>Title:</b> Bilingual Crisis Intervention Advocate	<b>Department:</b> Housing
<b>Type:</b> Full-Time	<b>Reports To:</b> Crisis Intervention Manager
<b>Classification:</b> Non-exempt	<b>Supervises:</b> N/A

#### Job Summary:

The Crisis Intervention Advocate is a member of the Anew: Building Beyond Violence and Abuse Housing department. The Crisis Intervention Advocate works collaboratively with the other program staff, other agency programs as well as with other domestic violence (DV) agencies to provide 24-hour access to emergency shelter and advocacy. This position's work responsibilities focus on providing support and guidance to victims seeking safety and services in a variety of ways. The Crisis Intervention Advocate is most often the first point of contact for individuals seeking help. Information is gathered and screenings are completed to determine appropriate services, including emergency shelter and housing programs. This position provides crisis intervention and support for housing program participants as needed.

The ideal candidate for this position is organized, detail-oriented and able to manage crisis situations effectively. They are friendly, positive and a team player. It is preferred that this individual have experience in social services or a related field. An understanding of domestic violence dynamics is vital to appropriately assist callers and program participants. Anew will provide ongoing training and supervision related to this topic. This candidate must have the ability to think critically to assess the immediate needs of potential clients and demonstrate empathetic, non-judgmental attitudes towards people impacted by domestic violence. They must be able to demonstrate a trauma informed approach and the ability to relate effectively with people of diverse cultural backgrounds, education, age, and experiences. The individual in this position is required to take the initiative and work independently while also displaying good communication with the rest of the team. The ideal candidate is flexible with strong time management skills and can manage multiple demands as this position includes a wide variety of duties including telephonic screenings, crisis intervention, and collaborating with other agency programs. They must demonstrate competent computer skills and excellent verbal and written communication skills.

#### Duties and Responsibilities

- Answer, assess and triage hotline calls as well as administrative office calls for both DV and non-DV requests.
- Have knowledge of internal and external resources to provide callers appropriate linkage to services.
- Assess and support emergency walk-in clients for shelter or other services.
- Provide DV callers with safety planning, support, and referrals as well as education regarding their rights under the Illinois Domestic Violence Act.
- Screen, approve, and arrange emergency shelter and transportation for at-risk DV victims.
- Coordinate services for shelter clients with crisis intervention team members and shelter locations.
- Meet with clients in emergency shelter for crisis stabilization, discharge planning, and resources as needed in coordination with other CI staff.

- Provide emergency crisis intervention for rapid and transitional housing program participants as needed and notify Program Manager of any crisis situations.
- Authorize and arrange transportation for approved services and programs.
- Assist with completing housing assessments for eligible clients in compliance with the Coordinated Entry process and support clients through housing match process.
- Coordinate with Anew Housing Department staff regarding vacancies and pending client housing referrals.
- Assist with entering and monitoring required data in internal databases as needed.
- Contact area DV shelters at beginning of shift for status/space availability.
- Assist with updating and maintaining program resource referral list.
- Assist with Partner Abuse Intervention Program safety checks as needed.
- Participate in team processes to ensure 24-hour hotline/crisis intervention coverage.
- Meet regularly with Program Manager for professional development and supervision.
- Comply with the Crisis Intervention Services Program Manual.
- Complete and submit client case documentation and other client related paperwork including transportation/financial assistance to Program Manager by established deadlines.
- Complete and submit weekly employee related paperwork to Program Manager by established deadlines.
- Attend all required program meetings and Anew All-Staff meetings.
- Attend additional training and other DV related meetings as assigned.
- Attend Alliance to End Homelessness and Coordinated Entry meetings as assigned.
- Promote Anew services, mission, and values in all aspects of employment.
- Work with other staff to maintain open communication and develop a team approach.
- All other duties as assigned.

### **Qualifications**

- Associate's degree in human services or a related field preferred or relevant work experience.
- Fluency in both spoken/written Spanish and English required.
- Completed 40 Hour Domestic Violence Training, preferred. Will be provided by Anew as needed.
- Experience with hotline or advocacy in the fields of domestic violence or social services preferred.
- Understanding of domestic violence dynamics and trauma-informed care preferred.
- Strong computer skills and knowledge. Proficiency in basic computer programs including Microsoft Word, Outlook, Excel, and Windows-based databases.
- Ability to work independently and apply critical thinking skills.
- Excellent written and verbal communication skills and interpersonal skills.
- Detail oriented with strong problem-solving skills.
- Strong organizational and time management skills.
- Ability to work well as a team member and effectively communicate with others.
- Ability to handle sensitive information in a confidential manner required.
- Ability to adhere to the Anew value statements.
- Must be able to operate general office equipment.
- Must have reliable transportation, proof of insurance, and valid driver's license.
- Flexibility in scheduling a must. Ability to work some evenings and weekend hours required.

## **Compensation and Benefits**

This position is Full Time at 35-hours per week. The hiring range for this position is \$24.20 - \$25.48/hour. This range includes a \$1.00 differential Spanish speaking hires. Anew offers benefits including 14 paid holidays; 20 days of Paid Time Off (PTO) annually; life insurance; short-term disability and the ability to contribute to our 403(b) plan with 3% company matching. This position is also eligible for Aflac benefits.

If you are interested in applying for this position, please email your cover letter and resume to [careers@anewdv.org](mailto:careers@anewdv.org).

Anew is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, veteran status, or any other category protected by law.

For more information about Anew: Building Beyond Violence and Abuse, please visit our website at <https://anewdv.org/>.