**The Bridge to Hope**

**Crisis Staff – Job Description**

Crisis Staff are responsible for 24/7 crisis response during the times that the office is closed. This includes the hotline, text line, front door, and any needed crisis response to emergency shelter residents. The Crisis staff are supervised by the Director of Domestic Abuse Services. They need to meet at the beginning of their shift (weekday afternoon shifts only) with the Shelter Coordinator. They are expected to exchange relevant client/shelter information with the incoming staff member following their shift. Crisis Staff are responsible for, but not limited to the following duties:

**Crisis Response**

* Provide trauma-informed services to all victims. Respond to incoming crisis calls and texts during shift, providing appropriate listening skills, advocacy, referrals, and information.
* Respond to door bell appropriately, screening and talking to all individuals before allowing entrance into the facility. If it is an inquiry about a shelter resident or client, respond appropriately following confidentiality laws and requirements.
* Respond appropriately to LAP calls and send follow-up email to Services Coordinator, Legal Advocate, and Executive Director.
* Schedule appropriate follow-up meetings with Advocates.
* Notify appropriate staff as needed in case of emergency, or other matters.

**Intake and Exit Procedures**

* Identify victims of domestic abuse, human trafficking, and/or sexual assault and screen as needed for shelter or other services.
* Assure that all necessary forms for admittance and exit from shelter are completed in a timely manner.
* Assure that all shelter policies and expectations are clearly understood by clients entering shelter. Assure that their immediate needs are met for food, clothing, and sleeping comfort.

**Shelter Procedures and Responsibilities**

* Provide empathetic listening to clients, advocacy on their behalf, and education and information as needed.
* Check (as appropriate) on clients we have health and safety concerns about.
* Assist in maintaining shelter cleanliness, health and order. Do chores as assigned.
* Respond to needs and requests of shelter residents.
* Facilitate Sunday evening house meeting.
* Follow established emergency procedures in case of an emergency.
* In situations of disagreements/fights between shelter residents, follow established procedures, insuring the safety of all residents.
* In situations of alcohol or drug use by clients, follow established procedures.
* Inform the Shelter Coordinator and/or Director of Domestic Abuse Services of any broken appliances, heating or cooling concerns, grocery or supply needs, or other building maintenance issues.
* Change household responsibilities chart weekly and chart for follow-through.

**Administrative**

* Enter client information and services into Oznium database on a daily basis.
* Read and respond to com log on every shift. Enter necessary information into com log from their shift.
* Participate and contribute to fund-raising events as requested.

**On-going education**

* Attend all mandatory training sessions.
* Engage in on-going education regarding domestic abuse, sexual assault, human trafficking and other victim issues and responses.
* Read or watch all assigned readings, webinars, or videos.

**CULTURAL INCLUSIVITY: *All staff are expected to be respectful, sensitive, and responsive to gender, race, ethnicity, socio-economic status, sexual orientation and gender orientation as demonstrated in ability to communicate and interact with other staff, adults and youth.***

* Recognize the importance of multicultural sensitivity, and that we hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves.
* Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.
* Use organizational change processes to support culturally informed organizational policies & procedures.
* Deliver programs and services in a manner that is respectful and sensitive to clients’ cultural experiences.

**Other**

* Perform other duties as assigned.