

JOB DESCRIPTION

JOB TITLE: Crisis Worker
REPORTS TO: Office Manager, Director
STATUS: Non-exempt
HOURS: Evening, holidays and weekends. Daytime and weekend hours are **required** as necessary.

Crisis Workers are responsible for shelter operations and for night and weekend case management of all shelter clients in coordination with the daytime advocates. Crisis Workers are also responsible for partnering with the Office Manager to ensure the maintenance and repair of the shelter facility, including all major systems and equipment. Crisis Workers are also responsible for, but not limited to:

- Following agency policies as outlined in the Policy & Procedures Manual.
- Assisting in maintaining shelter, including food, cleaning supplies, bedding, as well as receiving requisitions and assisting in keeping the inventory for the shelter, overseeing the crisis worker assigned to the task, assisting in filling requisitions made by clients on a weekly basis.
- Assuring immediate and continued safety and confidentiality of shelter clients.
- Identifying adult victims of domestic an/or sexual assault who are eligible for services from The Bridge to Hope and providing crisis intervention, emotional support, resources and referrals.
- Assuring all forms necessary for admittance to the shelter and continued program support are completed within 24 hours of shelter entry. Scheduling client assessment within 24 hours of shelter entry: scheduling appropriate services as soon as possible thereafter.
- Ensuring that shelter policies and expectations are clearly understood by the clients during intake and then reviewed again within 48 hours of admittance and as needed and checking shelter for cleanliness and problems on Sunday shift. Enforcing policies and conferring with the Director on any policy infractions where the policies seem unclear.
- Ensuring proper exit of shelter by checking that all forms are on file, that all necessary referrals have been make and that a checklist of shelter property has been completed.
- Nightly chores as assigned on master list and making sure facility is neat and clean at all times
- Assisting crisis callers and shelter clients by providing them with options and encouraging them to make decisions that will empower them and enhance their safety regardless of whether or not they choose to stay in or to leave their relationship with their abuser.
- Providing resources and referrals for services as needed to assist victims in leaving abusive relationships and/or reducing the effects of abuse in their lives.
- Read and make entries in the communication log on each shift.
- Assisting advocates in providing services to victim clients as needed. Providing education on the dynamics of domestic and sexual abuse to clients and their other service providers.
- Inform the Director of any and all unusual callers, visitors, circumstances and/or facility problems.
- Referring clients to children's advocacy, legal advocacy, sexual assault advocacy, etc.

- Providing instruction, modeling and support for: healthy parenting, healthy family interaction, good nutrition, non-violent conflict resolution, and family structure (including appropriate meal times, bath times, bed times).
- Attending training sessions provided for staff as recommended by the Office Manager.
- Completing all necessary data entry required by grants in a timely manner.
- Assisting clients with seeking emergency and on-going medical treatment for injuries as needed.
- Assisting with planning and implementing all fundraising activities in some manner.
- Encouraging adult clients to seek services from reputable medical care providers and/or mental health providers and professional counselors.
- Updating shelter manuals and other administrative tasks as directed by the Office Manager and/or Director.
- Other duties as assigned.
- If desired, crisis workers can be trained to be “on-call” if there is a SANE call, if a client needs emergency transportation, or if there are any other staff questions or emergencies after office hours or on the weekend; the on-call services are provided 24/7. Crisis workers will be reimbursed for the times they are “on-call”.

Revised 5/23/11

Employee Name: _____ Date: _____

Employee Signature: _____