



**Mission:** *To offer resources for building health relationships and to work with community partners to provide services for healing the effects of interpersonal violence.*

**Vision:** *A community unified in peace and justice for the safety and well-being of every individual.*

---

**TITLE:** Program Advocate- Crisis Line/Program Support

**GENERAL DESCRIPTION:** Join a passionate, dynamic team dedicated to eliminating all forms of power-based personal violence, promoting peace, justice, freedom, and dignity for all. The ideal candidate is a warm, self-starter deeply committed to providing services from a strengths-based, social justice and anti-oppression framework.

This position provides trauma informed care primarily to clients calling our crisis line and provides support for shelter and CSC as needed. The position may work at both shelter and client service center sites. Some on-call weekends and holidays may be required. Regular schedule is Monday-Friday evenings.

**BEGINNING SALARY:** \$17.00/hr  
(\$16.00 while training)

**SUPERVISOR:** Shelter Manager

**STATUS:** Full time, Non-Exempt, 30 hours per week

**BENEFITS:** Benefits include paid sick, holidays, vacation, IRA with employer match, medical (health, vision, dental) insurance

**QUALIFICATIONS:**

- Have a reliable means of transportation, valid drivers license and insurance. Must be willing to provide transportation to clients in personal or agency vehicle.
- Must pass Live Scan.
- Must have a reliable means of mobile communication and cell service or landline at your home.
- Experience in social services field or equivalent education preferred
- Must have Crisis Intervention Training certification with emphasis on power-based personal violence, or be able to successfully complete state required training (this training can be provided).
- CPR certification required (this training can be provided).
- Fluency in speaking and writing English; bilingual encouraged to apply (hourly pay differential provided).
- Have the ability to respond in-person to a crisis line call out within 30 minutes.

**SKILLS AND KNOWLEDGE:**

- Must abide by the Employee Manual and Community Beyond Violence (CBV) Policies and Procedures and adhere to CBV competency, ethical standards, values and mission.
- Open and willing to work through change in the workplace.
- Must embrace principals of trauma informed care and commit to on-going personal growth.

- Adhere to the philosophy that Clients are an expert in their own healing and all participation in services are voluntary.
- Participate in on-going training in power-based personal violence and related fields required.
- Handle multiple tasks, manage time, evaluate progress and adjust activities to complete tasks within established time frames and produce high quality work.
- Communicate with the public and community agencies.
- Work both independently, as well as collaboratively with team members.
- Communicate sensitively and without judgment and to abide by agency confidentiality policy.
- Use good judgment to take responsibility for decisions made.
- Be flexible with work hours. Occasional weekends or holidays will be required to be on-call.
- Possess emotional maturity and stability, and role model non-violent behavior in resolving conflicts and exercise appropriate boundaries.
- Accept and work with people from diverse personal and cultural backgrounds.

## **DUTIES AND RESPONSIBILITIES:**

### **A. Crisis Intervention**

1. Provide phone and in-person counseling and safety planning services to victim/survivors of interpersonal violence.
2. Provide support services to clients, including assisting with temporary restraining orders, advocacy, and accompaniment to court, social services, law enforcement, SART exams, resource and referrals, transportation, and "warm hand offs".
3. Provide coverage for CBV's 24-hour Crisis Line including 24-hour response to emergency calls from law enforcement, hospital or for motels rooms.
4. Assist clients with Victim Witness, Victim Compensation, CalFresh, Calworks, Housing and other social service applications.
5. Provide encouragement and support to clients to identify their values, needs, goals, and action steps. Provide follow up with client-identified action plan
6. Record statistical data and services in a timely manner.
7. Provide client assistance and tending to the CSC resource room on a rotating basis.
8. Provide advocacy response and counseling to Nevada County correctional facilities on an as needed basis.

### **B. Shelter Client Services**

1. Assist with clothing, food, housing, income, childcare, and transportation needs; helping clients address barriers.
2. Research and refer clients to appropriate resources.
3. Provide transportation for clients when necessary to achieve action steps in plan.
4. Encourage and assist clients to accomplish cleaning schedule and rotate duties each weekend for upcoming week.
5. Participate in upkeep of shelter, property and vehicles, and maintain household supplies, ie: house food, cleaning rooms, laundry, yard work, house cleaning.
6. Record data and services provided to clients daily including blog, email, client binder, filing and Apricot data system.
7. Attend staff/shelter team meetings.
8. Participate in shelter and client service center case management and collaboration of client services.
9. Facilitate support groups, house meetings and healing activities as needed.
10. Provide assistance to find housing, rental/utility assistance and coordinated entry.
11. Report needed Shelter repairs or emergencies immediately to Shelter Manager.

**PHYSICAL REQUIREMENTS:**

This position requires the ability to use both hands in a semi-repetitive motion frequently. The employee sits frequently and stands/walks intermittently. Must be able to lift and carry objects up to 25 lbs. Must be able to sit, stand, walk and otherwise physically function as necessary in an office environment to perform requirements of position. Reasonable accommodations can be made for qualified employees with disabilities.

*Community Beyond Violence is an Equal Opportunity Employer.*

*All positions are grant funded and subject to possible funding/position loss.*

*Elements of this job description will be periodically evaluated and are subject to adjustment by CBV.*