

## **HARBOR HOUSE DOMESTIC ABUSE PROGRAM**

### **Position Description**

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**TITLE:** Crisis Advocate  
**REPORTS TO:** Sr. Manager, Operations  
**LAST REVISED:** 2/3/23

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#### **POSITION SUMMARY:**

This multi-tasking position is primarily responsible for providing trauma informed direct service to victims of domestic and sexual violence and their children through means of our Crisis Hotline, Walk-ins, and client intakes. This position will also have a variety of other support roles that will include donor relations, administrative/clerical work, as well as overall shelter housekeeping and maintenance.

Hours are Monday - Friday, 8:30am - 4:30pm as well as on-call rotation. This position is on-site only.

#### **PRIMARY ACCOUNTABILITIES AND RESPONSIBILITIES:**

##### **Direct Services**

- Crisis Intake
  - Assist with resident intakes, new resident welcome baskets & tours.
  - Conduct assessments for shelter residence; connect to community resources when shelter is not appropriate.
  - Documentation of client time appropriately.
- Crisis Walk-Ins
  - Address immediate safety concerns of walk-in clients.
  - Provide immediate support and connect to long-term resources of Harbor House programming.
  - Assess and address urgent client needs, properly identify non-urgent needs and connect to resources.
  - Greet all clients, donors and visitors in a courteous, friendly and respectful manner.
  - Documentation of client time appropriately.
- Crisis Hotline
  - Answer incoming crisis and business calls with the possibility of multiple lines ringing at the same time.
  - Provide helpline coverage, information, and referrals to survivors.
  - Deliver exemplary customer service over the phone to survivors, victims, systematic partners, donors and community members.
  - Take arrest calls, maintain arrest log, notify victims of releases, and provide basic legal advocacy as needed.
  - Documentation of client time appropriately.
- Client Support
  - Assist residents with transportation and general supplies.
  - Support shelter resident crisis needs.
  - Schedule appointments with case managers.
  - Maintain program security and client confidentiality.
  - Documentation of client time appropriately.

##### **Donor Relations:**

- Accept donations and provide donors with receipts.
  - Handle donation inquiries in person and over the phone.
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- In partnership with donor relations team, support gifts entry, event registration and questions, donor acknowledgements.
- Run Salesforce reports as needed.

**Administrative:**

- Support all advocates with stats entry and review for accuracy weekly.
- Assist Executive Director with financial grant reporting.
- Oversee and maintain the 911 cell phone program.
- Other duties as assigned.

**Shelter Housekeeping, Maintenance:**

- Support in the duty of resident room checks.
- Assist with overall cleanliness of the front office, waiting areas, and client rooms.
- Keep client waiting room stocked and clean.
- Support Maintenance.

**ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Work collaboratively with other staff and volunteers.
- Attend all required agency staff meetings and in-services.
- Assist with training new crisis line and front office staff and volunteers.
- Assist staff with projects as needed.
- Provide office tasks such as faxing, copying or filing.
- Maintain and manage inventory of the necessary office supplies.
- Directing calls and taking detailed messages.
- Other duties as assigned.

**COMPETENCIES:**

- Ability to perform multiple tasks in a fast-paced environment.
- Cultural competency.
- Ability to respond calmly to situations of crisis.
- Ability to establish and maintain effective working relationships with co-workers and the public.
- Exemplary customer services skills.

**EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS:**

- Possess good computer and organizational skills.
- Possess detail oriented and awareness skills.
- Possess good verbal and written communication skills.
- Possess good interpersonal and problem-solving skills.
- Possess high school diploma, GED, HSED or equivalent experience.

Compensation: \$34,000-\$36,000

This position description describes the general nature and level of work performed by the individual assigned to this position and should not be interpreted as all inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change

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