



JOB DESCRIPTION

Position Title: Crisis Intervention Advocate
Department: Sexual Assault Treatment Services and Family Violence Shelter
Responsible to: Director of Crisis Services
Classification: Non-Exempt
Hours: Up to 19 per week; Primarily Weekend and Evening/Overnight

General Qualifications: In alignment with the mission that **the YWCA of Kauai is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all**, the ideal candidate will be able to contribute to a work environment that values diversity, creativity and mutual respect, as well as:

1. Communicate effectively, both orally and in writing, with people of various ages, cultures and backgrounds.
2. Maintain effective working relationships and be a team player.
3. Demonstrate excellent client service skills on the phone, in person and online.
4. Assume individual responsibility and work collaboratively.
5. Utilize good organizational and multi-tasking skills and be able to handle multiple priority tasks using independent judgment.
6. Perform all duties in compliance with the laws and regulations of the State of Hawai'i and the United States government.

Specific Qualifications:

1. Have at least one (1) year experience in the domestic violence or related field
2. A combination of education, professional experience, and/or life experience which will enable the provision of support, advocacy, and referral services to victims of sexual assault (SA) and Domestic Violence (DV).
3. Capable of empathic response to SA/DV victims and their families.
4. Strong listening skills, good problem-solving skills, and ability to manage stressful situations.

Education & Technical Skills:

1. High School Diploma or G.E.D.
2. Current First Aid and CPR or available for First Aid and CPR training.

Function:

1. Answer calls made to the Domestic Violence and Sexual Assault Crisis Lines and provide on-site assistance to residents of the YWCA Family Violence Shelter (FVS) during evening, overnight, and weekend shifts.
2. Assist with coordination and delivery of crisis intervention services for victims of domestic violence and sexual assault, including in-person support in the community and at the FVS, and in coordination with Kaua'i Police Department, Children's Justice Center, Child Welfare Services and other relevant community services.

Responsibilities:

1. Answer crisis calls; provide callers with emotional support, advocacy, safety planning, and resource referrals, as appropriate.
2. Assist in meeting needs of FVS residents, including maintaining respectful and successful communal living. Ensure safety and security of FVS facility and population.
3. Provide on-call Crisis Intervention coverage. Coverage may include in-person support for victims/families during forensic interviews, medical forensic exams, family court or TRO (Temporary Restraining Order) hearings, or other services relevant to crisis response.
4. Help assure coordination of crisis services among all agencies and organizations relevant to crisis response.
5. Provide crisis follow-up and case management services when required.
6. Utilize victim-centered and trauma-informed skills, including empathic listening, non-judgmental response, and de-escalation.
7. Maintain clear documentation of client interactions in client charts and the YWCA database; report services delivered as required.
8. Participate in training relevant to victim service provision.
9. Assist with administrative functions for the Family Violence Shelter and Sexual Assault Treatment Services, including facility and clerical support.
10. Represent the YWCA in a professional manner.
11. Perform other duties as assigned.

Additional Requirements:

1. Valid driver's license, vehicle and proof of insurance.
2. Current First Aid and CPR certification.
3. Willing and able to work at multiple locations on Kaua'i.
4. Willing and able to travel off-island for training and meetings as required.
5. Availability for on-call duty during nights and weekends as required.

Acknowledgement of receipt of Job Description

Name

Date

Revised April 26, 2021