

## **After Hours Crisis Intervention Advocate (32 hours)**

### **Non- Management, Non-Exempt, Hourly role**

Join a passionate, dynamic team dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all. YWCA Silicon Valley's legacy of over 100 years has provided programs and services that form a critical continuum of response, healing, and prevention. To encourage survivor self-determination, services are delivered through a strengths-based, non-judgmental and trauma-informed lens that aligns with our mission.

### **Purpose of the position:**

The After Hours Crisis Intervention Advocate provides crisis counseling, safety planning, community referrals and information to individuals and families impacted by domestic violence, sexual assault, and human trafficking, reporting to the Crisis Intervention Manager. This key role often serves as the first point of contact for the community, completing intakes, assessments, and screening to in partnership with other YWCA Silicon Valley programs.

### **Responsibilities:**

- Provides in-person crisis intervention, safety-planning, crisis counseling, community referrals and other resources to individuals impacted by domestic violence, sexual assault, and human trafficking
- Answers Support Phone Line to provide crisis counseling services
- On Call responsibilities regularly
- Provides Sexual Assault Response Team (SART) response, by providing accompaniment to victims and their loved ones at the hospital
- Informs survivors and their families of their legal rights and options and supporting them in their choices throughout the reporting process.
- Effectively advocate for survivors with outside agencies and community organizations, including law enforcement and SART nurses
- Manages crisis-situations, adheres to safety and department protocols and provides conflict resolution when needed.
- Maintains accurate and confidential records (hard copy and soft copy) of client services (service plans and achievements) and demographics and updates records in ETO (Efforts to Outcomes database) on a timely basis.

**Requirements Essential to this Role:**

- Bachelor's Degree in social services field or an equivalent combination of experience and education
- Bilingual Spanish **required**
- The ability to work independently and as a member of a diverse team
- Prior advocacy-based counseling and case management skills
- Prioritization skills and flexibility to meet ever changing landscape in scope of this work
- Competency in Microsoft Office Suite and experience in confidential data management and record keeping
- Certification as a 65-hour trained California State Domestic Violence and Sexual Assault Counselor (Training will be provided if not in place)
- Valid TB Test
- Fingerprint and have cleared background check
- Valid California driver's license and auto insurance

**Desirable Qualifications:**

- Knowledge of and sensitivity to sexual assault and abuse issues, trauma, gender equity and/or other forms of oppression.
- Ability to exhibit empathy and supportiveness with culturally and socio-economically diverse populations
- Experience working or volunteering in a social justice or social services environment

**Working Conditions:**

- On call duties required
- Frequent local travel to Valley Medical, law enforcement agencies, other community based organizations
- Prolonged periods of standing.
- Lifting up to 30 pounds.
- Susceptible to compassion fatigue and/or vicarious trauma

**Schedule:**

- Monday through Friday regular business hours, with occasional overtime
- On-call duties are required after hours on a rotating schedule.
- Local Travel

To apply, please send resume, salary requirements and cover letter to [HR@ywca-sv.org](mailto:HR@ywca-sv.org)