

Position Vacancy Announcement

Job Title:	Afterhours Overnight Advocate	Opening Date	August 18, 2020
Job Category:	Year Round	Application Deadline:	Open till filled
Position Type:	On-Call Position	FLSA Status:	Non-Exempt/ Hourly
Reports To:	Operations Director	Supervises:	N/A
Pay Scale:	DOE	BFOQ:	N/A
Probationary Period:	6 months	Benefits:	PTO & Sick Leave
Expected Schedule:	Monday, Tuesday, Wednesday, Thursday. Each day start time is 5pm shift last to 9 am the following morning.		

POSITION SUMMARY

The Community Support Center (CSC) is a non-profit organization, offering support to victims of domestic and sexual violence, stalking, and harassment in Beaverhead and Madison Counties, Montana. CSC's services include emergency shelter, legal and personal advocacy, counseling, legal representation, resource support, and operation of a 24-hour crisis hotline.

Under the direct supervision of the Operations Director, the Afterhours Overnight Advocate provides support and advocacy to survivors of domestic and sexual violence. The Afterhours Advocate responsibilities include providing professional emergency advocacy services to clients utilizing CSC's 24-hour crisis hotline, emergency advocacy services including shelter/hotel check-in, emergency call-outs to local law enforcement and hospital, in-person advocacy with shelter residents, and updating paperwork. Schedule is typically Monday, Tuesday, Wednesday, Thursday. Each day start time is 5pm shift last to 9 am the following morning. This position is also expected to attend weekly staff meeting.

CSC staff are expected to work closely with one another, in an effort to maintain a supportive working environment and to meet the mission of the organization. Additional supportive duties may include administrative clerical tasks, assisting in fund-raising campaigns, and promoting the organization through public relations.

Minimum of one to two years' experience &/or a related degree or certification preferred.

JOB FUNCTIONS

Responsibilities tasks and duties

To perform this job successfully, an individual must perform these essential duties satisfactorily:

- Responsible for being on-call from Monday, Tuesday, Wednesday, Thursday. Each day start time is 5pm shift last to 9 am the following morning.
- In-Person response time to call-outs within **20** minutes.
- Respond to callers accessing the 24-hour hotline in a professional and compassionate manner.
- Provide crisis intervention & support; assess for overall safety and suicide risk.
- Assists in safety planning and brainstorming available options.
- Provides information and referrals to community services.
- Report all emergencies immediately to the Lead Advocate and consult as necessary to determine the safest and most effective plan of action.
- On occasion, respond in-person to the shelter, hospital emergency room, law enforcement or other location.
- Provide/arrange for shelter for qualified persons.
- Complete shelter intake and other related forms as required.
- Records survivor demographic and circumstantial information for use in identifying pertinent data both for statistical reporting obligations and to determine client need.
- Accurately and consistently complete call report forms.
- Check in with staff at the beginning and end of each shift and inform them of pertinent call reports.

<p>Nature of Work</p>
<ul style="list-style-type: none"> • This position performs moderately complex and varied duties requiring intimate knowledge of the agency’s mission, vision, goals and objectives. • This position requires knowledge of technology, data-base management and software. • This position requires excellent people skills, community involvement, and a concern for public representation and reputation. • This position requires excellent oral communication skills. • This position requires working knowledge of social media/website outreach, posting and navigation of sites. • This position deals with sensitive information and adheres to CSC’s strict standards of confidentiality and ethical practices. • This position requires advanced knowledge of advocacy, domestic violence and sexual assault. • This position requires completion of 40 hours of internal advocacy/crisis intervention response training. This will be completed during the probationary period of employment. Approximately 50% of advocacy training must be accomplished in-person during office hours Mon - Fri 8:30 – 9:00. • This position requires hours outside normal organizational operation hours. • This position requires travel within service area. • This position requires continued education in the above-mentioned fields. Continued education opportunities are offered by the Operations Director.
<p>Experience and Education Requirements</p>
<ul style="list-style-type: none"> • One to three years of prior experience in the field(s) of domestic and sexual violence advocacy preferred. • Combination of education and experience may be considered. • Working knowledge of Spanish language preferred.
<p>Physical requirements</p>
<p>The physical demands described here are representative of those Essential Job Functions and must be met by an employee for successful performance. Reasonable accommodations may be made to enable individuals with disabilities to perform the Essential Job Functions.</p> <ul style="list-style-type: none"> • The employee is regularly required to walk, kneel, stoop crouch, reach, lift, carry, push and pull, climb or balance, sit or stand for extended periods, reach with hands and arms, use hands to finger, handle or feel and hear sounds. • The employee is occasionally required to work indoors and outdoors in variable weather conditions and extreme temperatures • The employee must be able to work in a moderately noisy environment with radios, multiple conversations, printers • The employee must be able to listen, hear and talk in the English language • The employee must be able to occasionally lift and/or move up to 50 pounds without assistance and occasionally lift up to 100 pounds with the assistance of another team member or mechanical assistance. • The employee must be able to occasionally work under stressful conditions, at times working with persons who are experiencing personal crisis.
<p>EMPLOYMENT DISCLAIMER</p>
<p>This job description is not a contract. Management reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer.</p>
<p>Application Procedure</p>
<p>Interested persons should submit a resume, cover letter, and 3 professional references to: Valerie Coulter, Operations Director, Community Support Center, PO Box 888, Dillon, MT 59725 or valerie@cscfswmt.org Direct questions or inquires to Valerie Coulter at 406-683-6106 or valerie@cscfswmt.org</p>