



## Crisis Response Advocate

### FLSA Classification and Employment Status

Non-Exempt, Full-time

### Reports to

Program Director

### Date

Created Prior To: 10/2018 Last Revised: 7/2020

### Schedule

Varies; may include evening and weekend shifts.

## JOB DESCRIPTION

---

### Summary/objective

The Crisis Response Advocate assures that individuals who call or come to Highland Lakes Family Crisis Center have a positive first impression of the agency. The Crisis Response Advocate ensures residential, nonresidential and hotline callers receive the assistance they need. The Crisis Response Advocate also provides crisis intervention and advocacy to face to face clients. This position involves both on-call and in office responsibilities.

### Essential functions

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Responds to general telephone calls, emergency hotline calls and calls from donors
- Directs calls to the appropriate staff person and/or documents messages appropriate to each call
- Greets center visitors and directs them appropriately for scheduled meetings and appointments.
- Responds to telephone hotline and crisis calls and provides crisis intervention to hotline callers, shelter residents and nonresidents needing support and assistance
- Provides information and referral to callers as per agency policies and procedures.
- Completes intake file documentation for new residential and nonresidential victims and survivors accessing agency services.
- Provides transportation, accompaniment and advocacy services for all clients either on-site or at designated donated office sites, police departments, court buildings, medical facilities, etc.
- Monitors safety cameras and alerts supervisors, staff and residents of any perceived safety precautions associated with unauthorized individuals or activities
- Participates in local efforts to improve the community's response to domestic violence and sexual assault.
- Complete required documentation and enter data into client database in an accurate and timely manner as set forth in HLFCC policies.
- Communicate effectively with other members of the HLFCC team in order to ensure the most up-to-date information and appropriate follow-up for clients.
- Collaborate effectively with other HLFCC programs and outside agencies to ensure quality survivor-centered service delivery.
- Participate in training as recommended by supervisor.
- Attend supervision, program, and agency staff meetings as assigned.

### Required Education, Experience and Competencies

- High school diploma or equivalent required
- Bilingual English/Spanish preferred

- Excellent interpersonal skills and ability to function as a part of a team and work in collaboration with outside agencies.
- Ability to provide culturally competent services and work with diverse staff and clientele in an empathetic and non-judgmental manner.
- Excellent computer skills including database and Microsoft Office application experience
- Ability to work independently
- Strong organizational and written communication skills.
- Valid Texas driver's license access to reliable transportation.
- Familiarity with community-based services in Burnet, Blanco, Llano and Lampasas counties.

**Supervisory responsibilities**

Not applicable

**Additional eligibility requirements**

- Must pass background check, including fingerprinting clearance
- Ability to work in the United States

**Affirmative Action/EEO statement**

Highland Lakes Family Crisis Center is proud to be an equal opportunity employer. We do not discriminate with regard to race, color, religion or belief, national, social or ethnic origin, sex, age, physical, mental or sensory disability, HIV status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status.

**Other duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

Executive Director \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_