



39155 Liberty Street, Suite C 310 Fremont, CA 94538 (510) 574-2250 phone (510) 574-2252 fax info@save-dv.org

Crisis Line Counselor

Summary description: The primary responsibility of the Crisis Hotline Counselor is to respond to crisis calls via SAVE's 24-hour crisis hotline. S/he provides direct services to shelter residents including (but not limited to) advocacy, crisis intervention and counseling, information and referral services and meeting facilitation. S/he is responsible for site security during evening shifts and provides administrative support for the hotline and shelter. S/he must be self motivated, a team player, and resourceful.

Reports to: Director of Residential Services

Supervises: Occasionally requires supervision of trained volunteers

Program Budget: Not applicable

Clientele: Victims of domestic violence and their children

Principal responsibilities:

- Respond to crisis calls received on SAVE's 24-hour crisis line.
- Provide evening and weekend site coverage and security and maintain a safe and violence free atmosphere at the shelter.
- Provide direct services to residents of the shelter.
- Provide clerical/administrative support to the shelter and hotline programs.

Tasks:

- Provide crisis intervention and counseling, advocacy, referrals and other direct services to hotline callers and shelter residents.
- Perform phone assessments and in-person intakes for potential and new shelter residents.
- Provide administrative/clerical support for the hotline by monitoring completion of hotline contact logs and other paperwork related to hotline.
- Maintain schedule of staff and volunteer shifts on 24-hour hotline.
- Make daily log entries to assist shelter program staff in continuity of services.
- Complete client case notes and units of service as necessary.
- Ensure compliance with shelter rules and procedures by shelter residents.
- Enforce shelter disciplinary system.
- Respond appropriately and effectively to on-site emergencies.
- Supervise chore assignments and completion by residents.
- Facilitate shelter house meeting and other resident meetings as required. Complete sign-in sheets and notes for each meeting.
- Attend shelter staff meetings, retreats, trainings as assigned by Director of Residential Services.
- Participate in office chore rotation and perform other duties shared by all staff.
- Perform other duties as assigned.

Knowledge and Abilities:

- 40 Hour Domestic Violence Certification
- High school diploma or GED, Bachelor's Degree in Social Work or related field preferred
- Excellent written, verbal, interpersonal and organizational skills
- Computer literate
- Ability to work well with clients and staff from diverse backgrounds
- Ability to be non-judgmental and objective in working with sometimes difficult residents
- Valid California drivers license
- Proof of auto insurance
- Must meet the agency's driving requirement