

JOB DESCRIPTION

Job Title: Crisis Line Advocate

FLSA Status: Part-Time, Non-Exempt (Weekend)

Reports To: Assistant Shelter Program Manager (or Housing Program Manager in their absence)

Position Summary

This role covers all shifts on weekends (Saturday-Sunday). The Crisis Line Advocate provides trauma-informed, client-centered support to survivors of domestic violence and sexual assault and their children. This includes answering crisis hotline and TTY calls, completing client intakes, offering advocacy and emotional support, and assist in maintaining a safe and supportive shelter environment. The Advocate works collaboratively with the shelter team to meet residents' immediate needs and promote safety, stability, and empowerment.

Primary Responsibilities

Crisis Response & Intake

- Answer incoming crisis hotline and TTY calls with empathy and professionalism.
- Conduct screening and assessments for shelter eligibility and immediate safety. As well as sexual assault crisis assessment and connecting with nurse and advocacy team.
- Complete client intake forms, initial assessments, and documentation.
- Provide appropriate referrals to internal services and external agencies.

Advocacy & Support

- Provide advocacy, crisis intervention, and emotional support to shelter residents.
- Assist residents in understanding and complying with shelter policies and communal living expectations.
- Promote an empowering and respectful environment that fosters client independence.
- Support client access to basic needs such as clothing, toiletries, medication, and transportation, documenting all distributions.

Shelter Operations

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- Monitor shelter facility to ensure a clean, safe, and welcoming environment.
- Monitor facility security and safety, including functionality of fire alarms and surveillance systems.
- Assist with inventory control, supplies management, and maintaining shelter order.

Team Collaboration

- Collaborate closely with the case management team to support client goals, safety planning, and service delivery.
- Participate in team meetings, staff trainings, workshops, and agency events as requested.
- Cross-train on animal intake procedures and provide support as needed.

Clerical & Administrative Tasks

- Complete end of shift report.
- Complete documentation in CaseWorthy system and other required databases accurately and on time.
- Maintain shelter logs, client files, statistical reports, and other required documentation.
- Track and report hotline call data and resident services for grant compliance.

Qualifications

- High School Diploma or GED required; Bachelor's Degree in Human Services or related field preferred.
- Minimum 1 year of experience in social services, direct client services for individuals and families.
- Understanding of domestic violence, trauma-informed care, and crisis response.
- Strong interpersonal, conflict resolution, and communication skills.
- Ability to work independently and collaboratively in high-stress environments.
- Must be flexible to work nights, weekends, holidays, and on-call shifts as needed.
- Valid Georgia driver's license with an acceptable driving record.
- Must pass background check, drug screening, fingerprinting, and MVR check.

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- Must complete and maintain CPR and First Aid certification.

Physical Requirements

- Must be able to lift up to 25 lbs and respond quickly in emergency situations.
- Ability to navigate stairs and shelter environment for monitoring and cleaning duties.

Disclaimer

This job description reflects essential responsibilities and qualifications. It does not restrict additional tasks that may be assigned by supervisors as needed for shelter operations.

Acknowledgment

I have reviewed and understand the duties, responsibilities, and expectations outlined in this job description. I acknowledge receipt of a true copy of this document and have discussed it with my supervisor.