

The Crisis Response/Training Coordinator (CR/TC) is responsible for coordinating calls from the help line, including triage of callers. CR/TC will also provide short-term support for victims in crisis due to domestic violence. The CR/TC will provide short term counseling lasting anywhere from 6-10 weeks (changed from 12 to 10 weeks). The CR/TC is the primary staff answering crisis calls and providing referrals as necessary into the community for incoming clients. The CR/TC will be expected to maintain a respectable case of clients from the community and be available for on-going crisis counseling for clients who live in Shelter for their 90-day stay. CR/TC provides training to all new Shelter staff as well as existing staff as needed. CR/TC reports directly to the Director of Crisis Response Services and works closely with all programs.

A Safe Place is a recognized 501(c)3 nonprofit organization listed under Lake County Crisis Center for the Prevention & Treatment of Domestic Violence Inc.

*Position is located in Waukegan, IL.*

## **RESPONSIBILITIES:**

### **Crisis Response**

- Respond to crisis calls first, schedule appointments for English and Spanish speaking clients and see clients for group and individual crisis counseling when appropriate.
- See Shelter clients for crisis counseling as needed that will last the duration of the clients' 90 day stay.
- Refer Spanish speaking clients to the Domestic Violence Spanish speaking group which meets on Monday & Tuesday nights in Lake County and facilitate crisis counseling group.
- Provide education on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety and abuser accountability, providing referral sources internally and/or externally when appropriate.
- Interact with clients in the community areas of the shelter and role model appropriate social skills, conflict resolution, parenting and other skills of daily living.
- Assist with on call hours to support Director on coordination with police departments' domestic calls and human trafficking.
- Assess incoming crisis calls by providing the appropriate referrals when needed by either transferring the caller to the appropriate staff in the agency, conducting an intake over the phone, placing both English and Spanish speaking clients on the appropriate wait list.
- Triage callers in relation to their level of safety when scheduling them for groups and individual counseling.
- Provide crisis support to callers who are in immediate danger.
- Maintain the Spanish Speaking wait lists, making periodic calls to determine status of caller—in crisis, no longer needing services, etc. and triaging.
- Train, schedule and supervise staff and volunteers for the crisis line.

- Maintain the referral list and make referrals to community resources to meet the needs of the callers
- Ensure documentation in client records and appropriate databases is appropriate, accurate, timely and in accordance with agency policies and funding requirements.
- Provide information on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety.

## **Training**

Provide training/onboarding to any new staff/intern/volunteer in the following areas, specific to Shelter:

- Orientation of Facility, Phone, Forms, Client Files, Documentation, Client Needs, Referrals, Computer, Policy and Procedure, Crisis Line, Intake, Client Welcome, Emergency Procedures, House Operations, Residential Children's Programs, Groups, Spanish Language Services, Crisis and Data Entry
- Participate in staff meetings, case management and other training and meetings as requested.
- Work as a team player in the organization.
- Perform additional responsibilities as assigned that will further support shelter staff and shelter clients.

## **QUALIFICATIONS:**

- Master's degree in social work, counseling, or closely related field preferred. Candidates with a relevant Bachelor's degree and 4 years experience may be considered.
- **Bilingual Spanish preferred.**
- Excellent written and oral communication skills.
- Ability to provide active listening, encouragement, motivation and counseling to clients through the use of self-help, empowerment model of service provision.
- Ability to manage time effectively and to organize and prioritize daily assignments and scheduling of client appointments.
- **Flexibility in scheduling to meet client and agency needs.**

Ability to accept, understand and relate sensitively to people of varied socio-economic, racial, cultural, gender preference, sexual preference and experiential backgrounds.

A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to survivor's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.