

A WOMAN'S PLACE (AWP)

Position Description

Title: Crisis Response Specialist

Department: Victim Response

Employment Status: Full Time

Status: Non-Exempt

Purpose of the Position: This position is responsible for the daily operation, coordination, and facilitation of the organization's response to incidents of domestic violence and non-fatal strangulation and smothering. The Specialist will support survivors by providing access to high-quality, trauma-responsive services. This position is a critical element of our violence prevention, empowerment-based team that serves as a point of entry for survivors to access help, hope, and healing from the trauma of domestic violence and non-fatal strangulation and smothering, as well as prevention of future acts of violence. This full-time position consists of 35 hours a week and requires evening and weekend availability.

Reporting Relationships: Reports to the Manager of Victim Response

Other Relationships: The Specialist will work collaboratively with local law enforcement agencies, the Forensic Nurse Coordinator with NOVA Bucks, the District Attorney's Office, other First Responders within Bucks County, local hospitals, and other community agencies. These relationships will meet the needs of survivors within Bucks County and prevent future acts of violence.

Essential Functions/Responsibilities:

1. Responsible for the daily oversight and operation of AWP's crisis response team in adherence with organizational and departmental policies, for staff and volunteers, onsite and offsite locations.
2. Co-facilitate recruitment and supervision of crisis response team volunteers.
3. Co-facilitate and implement initial and ongoing, trauma-informed training for crisis response team volunteers, staff, and interns to ensure provision of equitable, trauma-informed crisis response services to survivors.
4. Responsible for the as needed provision of trauma-informed crisis response services to survivors of domestic violence and non-fatal strangulation and smothering on-site, at police departments, and at various hospitals within the county.
5. Responsible for the oversight and management of call out paperwork and forms.
6. Responsible for the oversight, management and coordination of post-activation follow-up to facilitate survivor access to appropriate internal or external services.
7. Responsible for the collection, revision, and maintenance of survivor referral resource and services to support the needs of survivors.
8. Co-collaborator in the development and implementation of the crisis response program, as well as policies and standard operating procedures.
9. Responsible for the co-creation and delivery of presentations, workshops, and outreach in support of the crisis response team.
10. Engage in external forums and meetings to promote, inform, and educate survivors and the community on crisis response team.
11. Promote a trauma informed crisis response team for survivors.
12. Engage and recruit crisis response volunteer team members.

13. Responsible for completion of monthly, quarterly, and annual program data.
14. Participate/lead in organization team meetings and committees as directed.
15. Participate in organizational outreach and fundraising events as needed.
16. Other duties as required for the continuity of the organization's services.
17. Fill gaps in on-call schedule with some evening and weekend availability.

Education/Experience:

1. Bachelor's degree in public or human services, Social Work, or related field.
 2. Minimum 2 years' experience in client advocacy, case management, or crisis intervention programs
- OR
- Equivalent amount of experience in trauma-informed practice with survivors of domestic violence.
3. Strong knowledge of domestic violence preferred.
 4. Bi-lingual (English/Russian/Spanish) preferred.
 5. Ability to work both independently and in team collaboration.

Criteria/Requirements:

1. Commitment to AWP's Values, Mission and Vision statements.
2. Adherence to the Personnel Policies of AWP
3. Successful completion of Domestic Violence Direct Service Training course and continuing educational requirements.
4. Honesty and trustworthiness in all relationships.
5. Excellent and effective written and oral communication skills.
6. Ability to work independently as well as in a team setting.
7. Emotionally resilient and able to withstand pressure on an on-going basis.
8. Adapts readily to changing work environments, work priorities and organizational needs.
9. Reliable Transportation and the ability to travel inside and outside of the office to meet with clients and stakeholders within the county.
10. Must be able to respond to local hospitals and police departments within 1 hour of activation.
11. May be required to work outside of normally designated work hours to include evening hours, weekends, holidays, and overnight shifts.

License/Certifications:

1. Criminal Background, Child Abuse, and FBI Clearances.
2. Valid driver's license.
3. Valid vehicle registration and insurance.

Physical Demands/Environmental Conditions:

1. Operation of office equipment
2. Routine travel
3. Exposure to cleaning supplies, office chemicals and insecticides.

Vision Statement

A Woman's Place envisions a society where all individuals are safe in their relationships and can thrive.

Mission Statement

A Woman's Place is committed to ending domestic and intimate partner violence by empowering survivors, fostering community awareness, and promoting systemic change.

Values Statement

To accomplish our vision of a society where all individuals are safe and can thrive, the programs, services, and decision-making at all levels of A Woman's Place are rooted in and guided by the following values:

Courage: A Woman's Place acts bravely and boldly, notwithstanding fear.

Creativity: A Woman's Place encourages the creation of meaningful new ideas, interpretations, and rules.

Equality: A Woman's Place believes each and every one of us must collaborate to create a new society based in equal power and rights.

Integrity: A Woman's Place is of sound moral character and adheres to ethical principles.

Respect: A Woman's Place is considerate and honors the worth and dignity of all beings and resources.

Social Justice: A Woman's Place analyses structural social inequalities in order to promote justice.

Inclusion Statement

A Woman's Place recognizes that anyone can experience domestic violence regardless of race, ethnicity, socioeconomics, gender, sexual orientation, ability, age, etc. Services, programs, and resources provided by AWP are available to people of any background and identity. AWP recognizes that domestic violence occurs in a societal and systemic context. As a community-based social change organization, AWP is committed to:

- Fostering societal change as a primary means of ending domestic violence
- Providing trauma informed, survivor-centered advocacy
- Rejecting attitudes, social norms and policies that reinforce oppression, powerlessness, and victimization