



Crisis Program Specialist

Position Description:

The Crisis Specialist is a full-time, non-exempt position that provides crisis intervention to hotline callers and in-person walk-ins at all WCYFS locations and other satellite locations. The Specialist provides on-call support to the hospital and the Child Advocacy Center to provide crisis intervention, accompaniment, and advocacy services to victims of sexual assault and their family members and/or significant others. This position interacts with law enforcement, medical personnel, Victim Witness advocates, and Child Protective Services on behalf of the victim and in the victim's best interest. Other general duties include assisting with Temporary Restraining Order (TRO) clinics, participating in the 24/7 on-call Sexual Assault Response Team, providing educational presentations to various community service organizations, and other related duties as assigned.

Duties/Responsibilities:

Direct Services:

- Advocacy: Provide quality, trauma-informed advocacy to support client needs; services may include assistance with temporary restraining orders, accompanying clients to access other community resources, court accompaniment, etc.
- Community Engagement: represent the agency at internal and external events including, but not limited to, program partnerships, funder/contract reporting meetings, multi-disciplinary team meetings, etc.; may provide educational presentations to a variety of community-based organizations and/or partners.
- Respond to victims of sexual assault at emergency medical facilities and act as a liaison between victims, hospital/CAC staff, and law enforcement personnel.
- Provide crisis intervention services to victims and their family members and/or significant others, including advocacy, accompaniment, basic and immediate needs assessment, appropriate referrals and support to the victim and their significant others.
- Be readily available during assigned on-call hours to respond immediately to victims and response team personnel within 30 minutes of dispatch time.
- Maintain a network of communication, collaboration, and cooperation between medical treatment facilities, law enforcement agencies, Victim Witness, etc., to best assist victims and their families.
- Make appropriate internal referrals for other WCYFS supportive services, as needed.
- Regularly attend staff meetings and any required training, and participate in individual and group case review (case management) as needed.

Administrative

- Executes comprehensive and detailed documentation, and performs other administrative tasks, as necessary, to support both program operations and role responsibilities.



Required Skills/Abilities:

- Must support WCYFS mission and be dedicated to eliminating domestic violence, sexual assault, human trafficking, and youth homelessness, in addition to supporting the fundamental values of both feminism and the social work profession, including the worth, dignity, and uniqueness of all persons as well as their rights and opportunities.
- Ability to work effectively with individuals from diverse backgrounds and cultures, and awareness of and sensitivity to the cultures represented in San Joaquin County.
- Ability to productively work both autonomously and as a team member.
- Complex Problem Solving Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to function well in a high-paced and, at times, stressful environment.
- Proficient with Microsoft Office Suite or related software.
- Ability to effectively communicate and work with key stakeholders, including but not limited to government partners, community and individual supporters, executive leadership, and Board of Directors.

Education and Experience:

- Associates Degree in related field preferred.
- At least two years of related experience preferred.
- Fingerprint clearance is required.
- Reliable transportation, valid California Driver's License, and proof of insurance.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift to 25 pounds at times.



About Employer:

WCYFS is an equal opportunity employer and hires and promotes employees regardless of race, color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, age, sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, and any other status protected by state or federal law. WCYFS strives to be culturally competent, responding respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds and religions in a manner that recognizes, affirms and values the cultural differences and similarities and the worth of individuals, families, and communities and protects and preserves the dignity of each person.

Additionally, WCYFS is an at-will employer. Employees, as well as the agency itself, are free to terminate employment status at any time, with or without reason. Although WCYFS may choose to terminate employment for cause, cause is not required.

WCYFS is a highly established nonprofit organization funded by a variety of federal, state and local government agencies, foundation grants and individual supporters. The continuation of programs, and therefore employment positions, may be contingent upon continued receipt of these or alternative funding sources.

Position Summary:

Title: Crisis Program Specialist
Department: Crisis
Status: Full-Time/ Non-Exempt
Reports to: Crisis Program Manager
Salary: \$16.00-\$17.00 (DOE)