**FAVORHOUSE OF NORTHWEST FLORIDA, INC.**

**CERTIFIED DOMESTIC VIOLENCE CENTER**

**Job Title:** **Crisis Intake Advocate**

**Status: Full Time, Part Time, or On Call; Non-Exempt**

**Location: FavorHouse of Northwest Florida, Inc. Emergency Shelter**

1. **Summary of the main function/purpose of the position:**

The Crisis Intake Advocate provides direct services to domestic violence and sexual assault survivors currently residing in FavorHouse’s Emergency Shelter. These services include but are not limited to: intake processing, needs assessments, risk assessments, safety planning, community information and referrals, support counseling, support group facilitation, and related services. The Crisis Intake Advocate is usually the first person a victim talks to when they call the 24/7 crisis hotline. The Crisis Intake Advocates are critical to the daily operations of the Emergency Shelter.

1. **Principal Job Duties/Responsibilities:**
2. Crisis Hotline – Answer 24-hour crisis hotline for domestic violence and sexual assault victims in need of emergency shelter and services. Provide direct referrals to appropriate community services, as needed. Maintain information and referral records. **45%**
3. Responsible for shelter program participants’ intakes, needs assessments, safety planning, program participation plans, community referrals, and other support counseling related activities. Maintenance of current case files, with statistical data as required. **40%**
4. Conducts weekly support groups. **10%**
5. Conducts a minimum of one (1) house meeting per week. **2%**
6. Transport shelter residents as needed. **1%**
7. Attendance at staff meetings, case management meetings, seminars, training conferences, in-service workshops, and education classes as required. **1%**
8. Other duties as assigned. **1%**
9. **Educational and/or equivalence in experience requirements:**

* High school diploma or GED required. Bachelor’s degree in Social Work, Criminal Justice, Psychology, or Behavioral Sciences preferred. Experience in crisis intervention or appropriate experience may substitute for a degree.
* Experience in support counseling and crisis intervention desired.
* Must possess computer skills with ability to learn necessary program software including OSNIUM.
* Must successfully complete Core Competency Training within 90 days from start date to achieve and maintain victim privilege.
* Must complete 16 hours of annual training in domestic violence related topics.

1. **Summary:**

* Direct supervision is received from the Shelter Manager or Program Director.
* Flexibility is required. This is an hourly position requiring shift work with a minimum of eight (8) hour shifts. The scheduled work day and times may vary, according to the overall staffing needs of the agency. Weekend and Holiday work may be required. Some overnight travel may be required to attend sponsored statewide, regional, and local training events.
* This is a non-exempt position with bi-weekly pay periods by direct deposit.
* Must be able to pass a level 2 background check and drug screen.
* Employee must possess and maintain a valid driver’s license with personal automobile liability insurance. Employee must maintain insurability.
* Must be able to sit for long periods of time.
* Must be able to be mobile within all areas of the facility and be able to lift 25 pounds.

1. **Work Environment:**

* Work location is clean; fully climate controlled and complies with Florida Clean Indoor Air Act.
* All duties and requirements are essential job functions.
* All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
* Some requirements may include working with individuals who pose a direct threat or significant risk to the health and safety of themselves or others.

This position description does not state or imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

This document does not create an employee contract, implied or otherwise, other than an “at will” employment relationship.

Your signature below indicates that you have received a copy of your job description, have read it, and understand your duties.

Employee Signature Date Print Name

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