



Job description

Job Title: Crisis Response Coordinator- Part/Full Time Hourly

Department: Clinical and Crisis Response

Reports To: Program Manager for Crisis Response

SUMMARY

The Crisis Response Coordinator is responsible for providing crisis intervention services, support, information, and referrals via TurnAround's 24/7 helpline to survivors of domestic violence, sexual assault, and human trafficking. The Crisis Response Coordinator will carry out the mission and goals of TurnAround in a trauma informed and responsive manner. This role coordinates crisis intervention by working closely with referrals for lethality and danger from service providers, medical personnel, law enforcement and other professionals.

CLASSIFICATION:

Part-time = up to 24 hours on weekends and other coverage hours when needed

SALARY RANGE: Starting at \$15.00/hour

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Answer and respond to 24/7 helpline, text line and other communication channels.
2. Provide the following services to each caller/inquirer: a. Assess needs and eligibility for services. b. Crisis intervention as needed. c. Offer information and complete referrals internally. d. Provide information about victim's rights, next steps, and community service options. e. Assist with safety planning and brainstorming available options.
3. Provide intimate partner violence, sexual assault, and human trafficking survivors with information, referral assistance and resources as appropriate.
4. Complete the lethality and high danger screening assessment tool to assess immediate shelter and services.
5. Participate in outreach and connect with partner entities and agencies that support victims of intimate partner violence including hospitals, medical centers, colleges, department of social services and law enforcement.
6. Complete assessments, forms, surveys and other steps associated with shelter placement when needed.
7. Obtain and record caller/inquirer demographic information and other information in data management system and on other forms.

8. Locate and update community resource list as needed.
9. Work with community partners to provide comprehensive information and referrals for crisis services.
10. Provide check ins via telephone and/or in person to hotel clients to assess need for food and basic toiletry items.
11. Assist with stocking and organizing office pantries.
12. Pack basic need bags and transport these items to clients in shelter locations (City and County) when needed.
13. Provide back up when needed for helpline coverage; and food deliveries and;
14. Provide information and data related to helpline and text line usage.
15. Representation of TurnAround with constituents and partnership agencies including meetings with task forces, coalitions and working groups if applicable.
16. Carry out other duties and initiatives as assigned.

ADDITIONAL DUTIES

Changes to programming could be made based on the agency strategic plan priorities or funding initiatives to better serve and support survivors through crisis response. Staff members will be provided with information, ample notice, and training for any changes prior to implementation.

SUPERVISORY RESPONSIBILITIES

N/A

EDUCATION AND EXPERIENCE

1. Must be at least 18 years of age.
2. Consent to and pass background checks.
3. Commit to work shifts which include weekdays and weekends-mornings, afternoons, and evenings and holidays.
4. Requires strong interpersonal, assessment, and documentation skill.
5. Ability to work well with a variety of people from diverse backgrounds.
6. Demonstrated ability to problem solve and be proactive.
7. Flexibility and the ability to prioritize and work on multiple tasks simultaneously.
8. Understanding of importance of non-disclosure for client safety and ability to maintain confidentiality.
9. Strong organizational abilities and team participation skills.

Preferred:

1. Experience working with survivors of intimate partner violence, sexual violence, and human trafficking.
2. Advocacy, counseling, or crisis intervention experience.
3. Experience with crisis hotlines, shelters or grassroots services.

LANGUAGE SKILLS

1. Possess professional demeanor and exhibit exceptional teamwork orientation with good written/oral communication skills.
2. Demonstrate person first and person-centered language skills.
3. Ability to communicate in a manner that is survivor supportive and trauma informed.

4. Strong written skills. Ability to write clear and concise emails, documentation, and correspondence.

REASONING ABILITY

1. Possess critical thinking skills and judgment on when to seek assistance from, Crisis Response Program Manager or Clinical Director.
2. Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.

TECHNICAL SKILLS

1. Proficient computer skills to operate email, Internet, Microsoft Office, and ability to navigate database entry software.
2. Ability to learn and navigate technology (i.e., security systems, video conferencing devices, apps etc.).
3. Ability to plan, schedule, and organize work independently.

WORK ENVIRONMENT

Work for this position is conducted at a variety of settings including a TurnAround office location, remotely, and to deliver food and other essentials to shelter placement locations in the Baltimore City and Baltimore County area. Part-time positions work up to 24 hours on the weekends and can be authorized to work additional hours for coverage and should also be approved by the Program Manager. All positions are required to attend supervisions and trainings that can occur outside of regularly scheduled shift hours.

TRAVEL

Local travel is expected. Reliable transportation is necessary as travel between the shelter placement locations and to the TurnAround offices is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Not Applicable

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position is required to physically inspect rooms at the shelter locations. Assistance with lifting of items such as groceries and toiletries for shelter clients.

1. Routine office mobility.
2. Occasional lifting of boxes or items and load them on and off carts and in and out of vehicle.
3. Ability to stay awake and alert during all shifts including overnight.
4. Sustained posture in a seated position for prolonged periods of time.
5. Must have valid driver's license and provide personal vehicle.

AFFIRMATIVE ACTION/ EQUAL EMPLOYMENT

TurnAround, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race,

color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Schedule:

- 12 hour shift
- 8 hour shift
- Holidays
- Weekend availability