



HOPE
HARBOR

**HOPE HARBOR, INC.
POSITION DESCRIPTION**

JOB TITLE: CRISIS RESPONSE SPECIALIST

HRS PER WEEK: As needed
(not to exceed 96 hr/mo)

SUPERVISOR: DIRECTOR OF ADVOCACY

TYPE: Part-time

Crisis Response Specialist is an “as needed” position. Responsible for choosing days during the month the cover at a minimum of 45 hours and maximum of 96 hours per month. During the scheduled days, responsible for covering open shifts for the 24/7 hotline and responding to emergency advocacy requests from hospitals and law enforcement agencies throughout the ten (10) county region.

Crisis Response

- Provide crisis response to clients via Hope Harbor’s 24/7 hotline as scheduled;
- Provide in-person medical advocacy at local hospitals throughout the ten (10) county region as scheduled;
- Provide in-person legal advocacy at law enforcement facilities throughout the ten (10) county region as scheduled;
- Maintain essential records and submit documentation within 24-hours of service delivery;
- Alert the Director of Advocacy of any concerns regarding survivor treatment during emergency advocacy response.

QUALIFICATIONS & REQUIREMENTS:

- Must be 20 years or older;
- Preference for Bachelor’s Degree and/or 2 years experience in a human services related field;
- Preference for knowledge of sexual victimization dynamics;
- Proficient in use of current technology and effective electronic communication methods required;
- Must have good organizational skills and ability to prioritize projects;
- Must have own reliable transportation for travel throughout the region;

Additionally, an individual in this position must also comply with the following during their contract:

- Adheres to *Hope Harbor* policies and procedures;
- Complete 40-hours of training on rape and sexual abuse prior to contact with clients;
- Complete mandatory continuing education training of at least twelve (12) hours per year;
- Attend other mandatory in-service and training as required to fulfil duties.

STAFF SIGNATURE: _____ **DATE:** _____

APPROVED: _____ **DATE EFFECTIVE:** _____



Crisis Response Specialist

Initial Requirements:

- Complete a 40-hour training course that is required by Hope Harbor practice standards.
 - Complete a total of 12 hours of training every year afterward
- Complete a “shadowing” phase on hospital runs with Hope Harbor staff before responding alone

Duties:

- Answer crisis phone line during scheduled time (or when volunteer is unable to take the line) and respond to caller needs
- Respond to hospital calls by providing on-site advocacy, regardless of age of victim
 - **Hospitals include:**

The Medical Center	Bowling Green
Greenview -TriStar	Bowling Green
TJ Sampson Hospital	Glasgow
The Medical Center	Caverna
The Medical Center	Russellville
Monroe Medical Center	Tompkinsville
The Medical Center	Franklin
The Medical Center	Scottsville
Tri-Star Lovers Lane	Bowling Green
Med Center Health at WKU	Bowling Green
Med Center Health Emergency+Urgent Care	Bowling Green
- During scheduled shifts, first call for hospital response or legal advocacy when volunteer is unable to be reached or respond.
- Must schedule on a regular monthly basis with these guidelines:
 - Minimum of 45 hours in the month, examples:
 - 1 Weekend or,
 - 3 Weeknights
 - Cannot exceed 96 hours, examples:
 - 2 Weekends or,
 - Weekend & 3 days or,
 - 6 Weeknights
 - Weekends must be taken together (i.e. cannot sign up for Saturday only)
- Completion of all documentation as outlined in procedures (crisis response sheets; Healing Voices Surveys; timesheet & travel sheets; continuing education, etc.)
- Prison Rape Elimination Act training is required annually.

Payment Structure:

- Weeknights Mon-Friday 5:00 p.m. – 8:00 a.m. \$150.00 (each)
- Weekend Sat. & Sun. Sat 8:00 a.m. – Monday 8:00 a.m. \$480.00
- Holiday see Handbook 8:00 a.m. – 8:00 a.m. \$360.00
- Travel will be reimbursed at a rate of \$.43/mile and will be paid on the last pay period of the month.
- Failure to meet obligations during scheduled shift will result in reduction of pay for all or a period of the shift.
- Payment for Hope Harbor hosted/required training will be paid at \$10/hour. It will be documented on the timesheet. Other training submitted, in lieu of attendance, to meet the (12) hours annually will be approved by the Director of Advocacy.

I have read and understand the requirements, duties and pay structure for the Crisis Response Specialist position. If I have any questions, I will direct them to my supervisor or the Director of Operations.

Name

Date