

**POSITION: CRISIS RESPONSE PROGRAM ASSISTANT**

**PAY GRADE: 3**

**SUMMARY**

**Scope:** This position provides direct telephone crisis response and supports operations for additional regional services for victims/survivors of domestic and/or sexual violence by answering the Greater Richmond Regional Hotline (GRRH). Establishes and maintains effective and efficient communication strategies to ensure superior client service. Establishes care and understanding by exercising the willingness to listen carefully to each caller.

**DUTIES**

Direct Hotline: *(Essential functions may include, but are not limited to the functions listed below)*

- Provides direct support to callers impacted by sexual and/or domestic violence through the Greater Richmond Regional Hotline.
- Provides services in a professional manner on behalf of all Six (6) collaborative partners participating in the Greater Richmond Regional Hotline.
- Documents all calls answered in accordance with YWCA policies and procedures; maintains accurate demographic and other statistical information according to YWCA policies and procedures, as well as in compliance with collaborative partner, regulatory and funding sources.
- Communicates all supportive services to callers, beyond shelter, and facilitates the referrals to these services.

Program Assistant: *(Essential functions may include, but are not limited to the functions listed below)*

- Assist the Crisis Response Manager with training new hotline staff, volunteers and interns.
- Develop and coordinate staff schedules, RHART coverage, and monthly on call schedules.
- Serve as back-up coverage directly to RHART requests when during established work hours.
- Conduct follow up calls to volunteers post accompaniment response to provide feedback and support
- Assist the Crisis Response Services Manager with evaluating and making recommendations for changes to program, policies and procedures as needed
- Complete monthly reporting data in Mission Impact report
- Implement and track procedures for LAP with RPD and VCU Campus Police
- Report any issues concerning LAP to RPD/VCU counterparts and coordinate trainings with RPD/VCU
- Assist Crisis Response Services Manager with updates and maintain client board with exit dates to keep consistent communication with staff and volunteers.

Other Functions:

- Performs other duties as assigned.

*\*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**SUPERVISION**

The position reports to the Crisis Response Services Manager and serves remotely at the Greater Richmond Regional Hotline. The Crisis Response Program Assistant has no supervisory accountability for other paid staff.

**QUALIFICATIONS**

Education and Experience:

- A minimum of 1-3 years of experience or a two year certificate from college or technical school or equivalent combination of education and experience; BA preferred.

Skills/Requirements:

- Must have outstanding communication skills: using appropriate language (verbal and written).
- Must be able to articulate and demonstrate a clear understanding of domestic and sexual violence; dynamics and intervention.
- Ability to maintain empathic listening and compassionate response skills.
- Exemplifies excellence and ensures that performance reflects the philosophy of vision of the YWCA.
- Ability to maintain personal and professional boundaries with clients and represent the interests of the YWCA, its staff and programs.
- Detail oriented & strong organizational skills, with the capacity to develop and manage systems that ensure accurate and timely follow-up as well as documentation.
- Knowledge of computer and office equipment, including Microsoft Word and Outlook.
- Considerable knowledge of community resources and referral networks
- Successful completion of criminal background and credit checks.

**Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.**

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.*