

## **Posting for Crisis Line Work Study Advocate**

The Crisis Line Advocate is responsible for answering the crisis line, providing support and assistance to callers, conducting shelter intakes and exits, following shelter security procedures and policies and providing day- to- day support to shelter residents during shifts assigned.

**Position Qualifications:** Must have Work Study Award and submit proof with resume  
Education: Two years of college minimum; Bachelor's Degree in human service area preferred; Experience working with women and children in a service provider setting

Please e-mail resume, proof of work study award, and cover letter to [EVcareers@hotmail.com](mailto:EVcareers@hotmail.com) include in subject line Crisis Line Advocate WS.

**EVE**  
Position Description

**Crisis Line Advocate**  
**Work-Study – Part-Time**

### **Summary of Functions**

The Crisis Line Advocate is responsible for answering the crisis line, providing support and assistance to callers, conducting shelter intakes and exits, following shelter security procedures and policies and providing day- to- day support to shelter residents during shifts assigned. Reports to the Advocacy Team Supervisor.

### **Characteristic Duties**

- Answer and document all calls on the crisis line in accordance with agency procedures
- Demonstrate compassionate, non-judgmental words and actions in interactions with clients
- Role model the agency philosophy of empowerment in all interactions; Employ empathy and act to empower residents
- Adhere to client confidentiality laws
- Conduct shelter intakes and exits in accordance with agency procedures
- Assist shelter residents with their daily physical needs including personal needs items, food/meal preparation and cleaning supplies; provide emotional support and encouragement
- Assist residents with transportation, communication and mail needs in accordance with agency procedures
- Assist residents with medical needs such as medications, nurse appointments, first aid and emergency medical needs
- Support residents efforts to keep the shelter clean and safe
- Maintain security of the shelter by admitting only authorized individuals to the shelter, following all security/alarm procedures and conducting security checks/rounds as assigned
- Complete all assigned paperwork in accordance with agency procedures
- Any other duties as assigned

### **Position Qualifications**

**Education/Experience:** Two years of college minimum; Bachelor's Degree in human service area preferred; Experience working with women and children in a service provider setting

**Skills/Abilities:**

Perform characteristic duties as outlined in the position description.

Sensitive to and knowledge of the problems of battered women and their children

Work with a diverse population

Ability to demonstrate empathy, problem solving and conflict resolution skills.

Ability to organize and prioritize.

Ability to work independently and participate as a positive team member.

Possess strong verbal, writing and general computer skills.

Use computer for report writing, data collection/meet job expectations

**Pass a criminal background check****Possess a valid Michigan Driver's License**

**Status:** Non-exempt, Work-Study Part Time as needed, Hourly