

eliminating racism
empowering women

ywca

Kaua'i



3094 Elua Street
Lihu'e, HI 96766
T: 808-245-5959
F: 808-245-5961
ywcakauai.org

JOB DESCRIPTION

Position Title: Crisis Services Coordinator
Program: Sexual Assault and Domestic Violence Programs
Responsible to: Director of Crisis Services
Classification: Full-Time, Exempt

General Qualifications: In alignment with the mission of **the YWCA of Kaua'i to eliminate racism, empower women and promote peace, justice, freedom and dignity for all**, the ideal candidate will be able to contribute to a work environment that values diversity, creativity and mutual respect, as well as:

1. Communicate effectively, both orally and in writing, with people of various ages, cultures and backgrounds.
2. Maintain effective working relationships and be a team player.
3. Assume individual responsibility and work collaboratively.
4. Utilize good organizational and multi-tasking skills and be able to handle multiple priority tasks using independent judgment.
5. Perform all duties in compliance with the laws and regulations of the State of Hawai'i and the United States government.

Specific Qualifications:

1. A combination of education, professional experience and/or life experience which will enable the provision of educational services regarding sexual assault (SA) and Domestic Violence (DV) including dating violence and stalking.
2. Capable of empathic response to victims/survivors of sexual assault and/or domestic violence victims utilizing a victim-centered approach.
3. Knowledge of sexual assault, domestic violence, racial justice and feminist issues preferred.

Education & Technical Skills:

1. Preferred - Bachelor's Degree from an accredited college or university in one or a

combination of the following fields: Education, Counseling, Social Work, Women's Studies and Communications or Associates Degree with relevant experience.

2. Have at least one (1) year experience in the domestic violence or related field.

Function:

Reporting to the Director of Crisis Services, the Crisis Services Coordinator provides 24/7 crisis support for victims and families impacted by sexual assault and domestic violence. The Crisis Services Coordinator provides telephone and in-person support to provide crisis counseling/emotional support, safety planning, information and advocacy, court accompaniment, short-term case management and referrals. In-person services may be provided in a variety of settings, including the YWCA office, Children's Justice Center, Kaua'i Police Department, Emergency Department, and other locations in the community.

Responsibilities:

1. Perform all duties in compliance with the laws and regulations of the State of Hawai'i and the United States government.
2. Serve as one of two program leads for Crisis program. Co-Crisis Services Coordinators will share an on-call schedule for direct service provision, leadership, and at times management support for Crisis team. On-call coverage will be supported by other Crisis team members in times of high volume.
3. Engage in consistent communication and coordination with Co-Crisis Services Coordinator, Director of Crisis Services and Shelter Director to ensure quality provision of sexual assault and domestic violence service delivery.
4. Provide shelter coverage, as required, to include overnight work, answering crisis calls and meeting needs of Family Violence Shelter residents.
5. Participate in initial, ongoing and system-wide training for all staff whose duties are related (directly and indirectly) to crisis services, as needed. Assist with training for new crisis intervention staff.
6. Assist with administrative functions for Sexual Assault Treatment Services and Intimate Partner Violence services, facility, and clerical support.
7. Ensure that medical forensic exam waiting room is fully equipped with current resource materials for Crisis Intervention Advocates and food/drink/clothes/toys for clients and families.
8. Assist with the implementation of program evaluation tools to collect and process data for reporting, as required.
9. Assist with troubleshooting, implementation, monitoring and training of other staff members' documentation of Crisis program and Family Violence Shelter activities on electronic database.
10. Assist with establishing and maintaining liaison with community groups and agencies in order to promote crisis intervention services. Attend monthly meetings with Multidisciplinary Team and other system partners.
11. Performs other duties as assigned. Duties, responsibilities and activities may change or

new ones may be assigned at any time with or without notice.

Additional Requirements:

1. Valid driver's license, vehicle and proof of insurance.
2. Current First Aid and CPR certification.
3. Willing and able to work at multiple locations on Kaua'i.
4. Willing and able to travel off-island for training and meetings as required.
5. Availability for on-call duty during nights and weekends as required.

Acknowledgement of receipt of Job Description

Name

Date

Revised January 8, 2024