Position Title: Crisis Intervention Advocate
Program(s): Sexual Assault Treatment Services and Family Violence Shelter
Responsible to: Crisis Intervention Manager
Classification: Non-Exempt
Hours of work: Up to 19 per week; Primarily Weekend and Evening/Overnight
Rate of pay: $15.00 per hour

General Qualifications: In alignment with the mission that the YWCA of Kauai is dedicated to eliminating racism, empowering women and promoting 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. Demonstrate excellent client service skills on the phone, in person and online.
4. Assume individual responsibility and work collaboratively.
5. Utilize good organizational and multi-tasking skills and be able to handle multiple priority tasks using independent judgment.
6. Perform all duties in compliance with the laws and regulations of the State of Hawaii and the United States government.

Specific Qualifications:

1. Have at least one (1) year experience in the domestic violence or related field
2. A combination of education, professional experience, and/or life experience which will enable the provision of support, advocacy, and referral services to victims of sexual assault (SA) and Domestic Violence (DV).
4. Strong listening skills, good problem-solving skills, and ability to manage stressful situations.
5. Able to work evenings, overnight, and weekends.

Education & Technical Skills:

1. High School Diploma or G.E.D.
2. Current First Aid and CPR or available for First Aid and CPR training.

Function:
1. Answer calls made to the Domestic Violence and Sexual Assault Crisis Lines and provide on-site assistance to residents of the YWCA Family Violence Shelter (FVS) during evening, overnight, and weekend shifts.

2. Assist with coordination and delivery of crisis intervention services for victims of domestic violence and sexual assault, including in-person support in the community and at the FVS, and in coordination with Kaua’i Police Department, Children’s Justice Center, Child Welfare Services and other relevant community services.

Responsibilities:

1. Answer crisis calls; provide callers with emotional support, advocacy, safety planning, and resource referrals, as appropriate.

2. Assist in meeting needs of FVS residents, including maintaining respectful and successful communal living. Ensure safety and security of FVS facility and population.

3. Provide on-call Crisis Intervention coverage. Coverage may include in-person support for victims/families during forensic interviews, medical forensic exams, family court or TRO (Temporary Restraining Order) hearings, or other services relevant to crisis response.

4. Help assure coordination of crisis services among all agencies and organizations relevant to crisis response.

5. Provide crisis follow-up and case management services when required.

6. Utilize victim-centered and trauma-informed skills, including empathic listening, non-judgmental response, and de-escalation.

7. Maintain clear documentation of client interactions in client charts and the YWCA database; report services delivered as required.

8. Participate in training relevant to victim service provision.

9. Assist with administrative functions for the Family Violence Shelter and Sexual Assault Treatment Services, including facility and clerical support.

10. Represent the YWCA in a professional manner.

11. Perform other duties as assigned.

Additional Requirements:

1. Valid Hawaii Driver’s License and access to an insured vehicle preferred.
2. Current First Aid & CPR Certification.
3. Complete background check requirements.
4. Willing & able to be on-call and work overnight as needed.
5. Willing & able to travel across the island as necessary.
Founded in 1921 by Elsie Wilcox, the YWCA of Kaua‘i provides critical services to women and their families with an emphasis on ending domestic and sexual violence in the community. The YWCA of Kaua‘i is a member association of the YWCA of the USA and unites in the following statement of purpose:

*YWCA is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.*

The YWCA of Kaua‘i has a strong commitment to the well-being of the women and families of the Garden Island. Over the years, the YWCA has developed programs to meet the most challenging needs of the community resulting from the destructive impact of domestic violence and sexual assault. The agency provides a comprehensive array of services with the goal of making our community a safer, healthier place for everyone. Services include programs for victims of domestic violence, sexual assault, and sexual abuse, preventive education programs, and treatment and intervention for domestic violence and sexual assault offenders.

We have a strong commitment to eliminating family violence, providing treatment to those who have been traumatized by violence, and providing the skills training and opportunities for necessary change. Our programs are designed to empower survivors during this difficult time of their lives. As the only organization in Kaua‘i County offering a full range of domestic violence services, we provide the sole Family Violence Shelter in the County.

Shelter services include a safe place to stay, individual counseling, support groups, a 24-hour crisis hotline, temporary restraining order assistance (TRO), advocacy with other community agencies, and support in transitioning into independent housing. Our Advocates are trained in Trauma Informed Care, mindful language, and appropriate referrals in order to support the survivor through their own healing process.