



Crisis Response Manager

Position Description

The Orange County Rape Crisis Center's mission is to stop sexual violence and its impact through support, education, and advocacy. We envision a just and equitable world free of sexual violence and all other forms of oppression. Our values include professionalism, excellence, accessibility, social justice, community involvement, self-care, and empowerment.

The **Crisis Response Manager** position is considered full time, exempt in accordance with the Fair Labor Standards Act, and requires regular hours as well as frequent evenings and weekends.

Responsibilities:

1. 24-Hour Crisis Response Program Coordination

- Coordinate 24-hour response for survivors of sexual violence by ensuring operation of the crisis line, this includes the 24-hour phone helpline, 24-hour text line and 24-hour chat line as well as the on-call cell phone system.
- Supervise all volunteers, and interns, in the provision of crisis response services.
- Ensure that appropriate client follow-up occurs.
- Maintain records of client contacts to produce monthly, quarterly, and annual reports.
- Develop and update materials and systems to ensure that Center clients receive effective response, referrals, and information through the help line.
- Alert CSD and ED of system advocacy needs and assist with follow up as appropriate

2. Direct Service

- Provide direct services to clients on a regular basis when other volunteers/staff are not available.
- Provide staff-on-call (SOC) cell phone coverage, crisis response coverage, and direct client assistance.
- Coordinate intake interviews to clients who express interest in ongoing case management and ongoing supportive services.

3. Staff Management

- Serve as the direct supervisor for the Crisis Response Assistants, Crisis Advocate, Advocacy Case Manager and Online Helpline Assistants. Staff supervision includes but is not limited to coordinating hiring processes, monitoring progress, encouraging professional development and self-care, administering performance evaluations, and assisting with day-to-day issues.
- Work with supervisees on the follow-up and case management of clients as needed.

4. Volunteer Training and Management

- Work with the CSD to ensure that necessary updates are made to the Companion volunteer manual.
 - Provide advanced screening for existing volunteers interested in training as Companions
 - Coordinate advanced training for Companion volunteers and ensure to ensure all training requirements are met.
 - Maintain ongoing communication and support to Companion volunteers as the program supervisor to ensure that Companion obligations are met and adequate training on program updates and emerging trends is provided.
5. *Attend Domestic Violence Sexual Assault Response Committee meetings and build relationships and assist agencies involved in sexual assault response within Orange County with the development or improvement of protocols for serving sexual assault survivors and their families.*
6. *Sexual Assault Awareness Month and the Shout Out*
- Assist CST with SAAM and Shout out activities as needed.
7. *General Responsibilities*
- Work as a team member with other staff and volunteers in order to achieve the mission of the Center.
 - Complete all relevant trainings and other tasks as required by the Client Services Director.
 - Maintain appropriate standards of confidentiality.

Qualifications Required

1. Bachelor's degree in human services or a related field or equivalent experience.
2. Demonstrated effectiveness in communicating ideas clearly, both verbally and in writing.
3. Experience providing assistance to survivors of sexual violence.
4. Experience working with crisis issues on an emergency, on-call basis.
5. Experience implementing services for people of color and other underserved populations.
6. Demonstration of cultural awareness, sensitivity, and competency.
7. Strong organizational and problem-solving skills.
8. Flexibility and ability to adapt to rapidly changing environments.

Qualifications Preferred

1. Graduate level degree or two years' experience in human services or related area, particularly Social Work.
2. Experience training and supervising volunteers or employees.
3. Familiarity with community resources available for survivors of sexual violence.
4. Experience working with teams and building coalitions around issues, with a knowledge of empowerment- or strengths-based practice.
5. Commitment to self-awareness, ethical practice, and setting appropriate boundaries.

Reports to: The Client Services Director of the Orange County Rape Crisis Center

Hiring Range: \$37,000- \$42,000

Benefits: Health, life, and dental insurance; retirement investment plan; and a generous vacation and sick leave package.

Funding: The Advocacy Program Manager is considered a permanent staff position and is funded through a variety of grant sources renewable on annual and biannual basis, including: NC Governor's Crime Commission VOCA grants.

The Orange County Rape Crisis Center is committed to fostering the leadership of people of color, Native people, immigrants and refugees, low-income people, LGBTQ+ and trans people, people with disabilities, survivors of sexual and/or domestic violence, and people living in the many intersections of these experiences. We strongly encourage people from these communities to apply and will not discriminate on the basis of race, ethnicity, color, socioeconomic class, gender identity, gender expression, sexual orientation, sex, religion, disability status, citizenship status, age, veteran status, or national origin.*