



## 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 and chat line and 24-hour hospital accompaniment response.
- Supervise all volunteers, and interns, in the provision of crisis response services.
- Manage and schedule volunteers, supervisees, and staff in ensuring appropriate coverage on the calendars for the overnight phone helpline, overnight text/chat line, overnight hospital accompaniment response, and daytime crisis response.
- Manage relationships with Helpline Software, Osnum, UNC Hospitals, and any other technologies that service the 24-hour crisis response program.
- Train and update staff, volunteers, and interns in appropriate use of crisis response technologies.
- Develop and update materials and systems to ensure that Center clients receive effective response, referrals, and information through crisis response services.
- Maintain records of client contacts to produce monthly, quarterly, and annual reports.

#### 2. *Direct Service*

- Provide staff-on-call (SOC) phone coverage, text/chat coverage, and hospital accompaniment coverage in regular rotation with other staff as needed.
- Ensure that appropriate client follow-up occurs in collaboration with other team members.
- Provide direct services to clients when other volunteers/staff are not available, in collaboration with CSD.

#### 3. *Staff Management*

- Serve as the direct supervisor for the Crisis Response Assistants, Online Helpline Assistants, and interns assigned by the CSD. 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.

- Conduct monthly supervisions with the Crisis Response Assistants, Online Helpline Assistants, and interns.
- Provide ongoing support, workshopping, and direction to Crisis Response Assistants, Online Helpline Assistants, and interns, as needed.
- Coordinate team meetings with the Crisis Response Assistants and Online Helpline Assistants, as needed.
- Provide additional trainings to Crisis Response Assistants and Online Helpline Assistants, as appropriate.
- Work with supervisees on the follow-up and case management of clients as needed.

#### 4. *Volunteer Training and Management*

- Coordinate and conduct advanced training for Companion volunteers and ensure to ensure all training requirements are met.
- Conduct individual meetings with Companion volunteers once they have completed training to assess readiness.
- Maintain ongoing communication and support to Companion volunteers as the program supervisor to ensure that Companion obligations are met.
- Conduct monthly Companion volunteer meetings to discuss calls, provide program updates, and provide ongoing training on topics related to the crisis response program.
- Conduct exit interviews with Companion volunteers who choose to offer feedback on leaving the program.
- Work with the CSD to ensure that necessary updates are made to the Companion volunteer manual and training materials.

#### 5. *Outreach*

- Maintain working relationships with UNC Hospital SANE (Sexual Assault Nurse Examiner) Coordinators, UNC Campus Health SANE (Sexual Assault Nurse Examiners), Orange County Correctional, Orange County Partnership to End Homelessness, the Chapel Hill Police Department Crisis Unit, and any other agencies as directed by the CSD.
- Provide CSD with relevant updates and changes to working relationships above.
- Increase partnerships with other agencies with CSD as directed by the CSD.
- Alert CSD and ED of system advocacy needs as appropriate.
- Attend Domestic Violence Sexual Assault Response Committee meetings.

#### 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 LatinX, BIPOC, LGBTQIA+ communities 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.
9. Commitment to social justice principles, including racial justice and service equity.
10. Experience training and supervising volunteers or employees.

### **Qualifications Preferred**

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

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

*Hiring Range:* \$45,000-\$47,000

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

*Funding:* The Crisis Response 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.*