



Position Description: Crisis Response Assistant

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.

This position is considered part time, non-exempt in accordance with the Fair Labor Standards Act, and requires a flexible schedule.

Schedule:

1. Flexible schedule required; 3-4 shift minimum required per month.
2. This position will take three to four (3-4) on-call shifts per week, this will include weekends and holidays . This position will potentially work one to two (1-2) weekend shifts per month at minimum. Hours worked will vary from month to month depending on coverage needs which may be assigned by the Crisis Response Manager.
3. At all times during shifts excluding business hours, must be available to take help line calls, answer volunteer calls, and travel to the hospital or accompany a client for legal matters.

Responsibilities:

1. Provide direct services to OCRCC clients through 24-hour crisis hotline. By answering all incoming contacts utilizing appropriate empathy, assessment, referral, and advocacy skills with efficiency meeting OCRCC guidelines. Conduct follow-up with clients as needed.
2. Provide assistance and support to on-call volunteers.
3. Collect accurate data collection including but not limited to client data, appointment data, pre-screening information, resource information and required monthly, quarterly, and annual reports.
4. Submit paperwork in a timely fashion and stay in regular communication with Client Service Team staff as issues arise.
5. Attend the following monthly meetings only during scheduled shifts: Companion volunteer meetings, supervision with Crisis Response Manager, Client Service Team meetings.
6. Independently facilitate and/or host 1-2 volunteer training sessions per training class. Note: Training classes are offered twice per year.
7. Attend OCRCC's annual ShoutOut! Against Sexual Violence event and offer support to attendees.
8. Work as a team member in order to achieve the mission of the Center.
9. Complete all relevant trainings and other tasks as required by staff supervisor. Minimum of 3 hrs per year on updated trainings.
10. Maintain appropriate standards of confidentiality.

Qualifications Required:

1. Flexible schedule including availability to work at least one holiday per year and at least one weekend per month.
2. Completion of the Orange County Rape Crisis Center's Companion Training.
3. Experience providing assistance to survivors of sexual violence.
4. Crisis intervention experience.
5. Demonstration of cultural awareness, sensitivity, and competency.
6. Experience working with people from diverse backgrounds.

Qualifications Preferred:

1. Bilingual in English and Spanish.

Information and Benefits:

Reports to: The Crisis Response Manager of the Orange County Rape Crisis Center

Pay per shift:

- Daytime Phone (9am-12:30pm): \$16.50/hour
- Daytime Phone (12:30pm-4pm): \$16.50/hour
- Daytime Hospital Accompaniment (9am-4pm): \$10 per shift
- Overnight Phone – weeknight (4pm-9am) or weekend (4pm-4pm): \$55 per shift
 - \$16.50/hour if working over 3 hours
- Overnight Hospital Accompaniment – weeknight (4pm-9am) or weekend (4pm-4pm): \$25 per shift
 - \$16.50/hour if responding to a hospital accompaniment need
- Holidays: \$55 per shift

Benefits: 5 days of PTO given to use at your discretion.

Hours: Shifts are based on those assigned by Crisis Response Manager and/or the Client Services Director.

Resignation: The CRA is expected to give at least 2 weeks notice prior to terminating employment with OCRCC.

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.*