



Position Description: Crisis Response Advocate

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

Schedule:

1. Flexible schedule required.
2. This position will require you to work **one to two shifts per week OR four to six shifts a month. This position requires a CRA to have one on call 24 hr. shift per month and one holiday shift per year.** *This position will work one weekend (24 hr.) shift per month and one holiday shift per year at minimum depending on CRA capacity.* Hours worked will vary from month to month depending on coverage needs which may be assigned by the Crisis Response Manager.
 - a. If unable to complete 24 hr. on call shift, arrangements must be made by HR, CRM, and CSD collaboratively.
 - b. *Please note that any shift with ACTIVE hours longer than 8 hrs. consistently will be tapped by the Last Ditch to take over.*
3. At all times during 24-hours shifts excluding business hours, one must be available to take help line calls/text/chat, answer volunteer calls, and/or travel to the hospital or accompany a client for report advocacy (under discretion of Last Ditch).

Responsibilities:

1. At the start of shift (4pm) text the Last Ditch on Duty to check in.
2. At end of shift (9 am or 4 pm) Follow up with Last ditch for shift change include any issues that came up during the shift cc Crisis Response Manager.
3. Every CRA shift includes 3 paid "shift hours" per shift prior to being activated for client duties. Please take 1 "shift hour" per shift to catch up on emails, training, SOP review, etc.
4. Provide direct services to OCRCC clients through 24-hour crisis hotline/text/chat and hospital accompaniment. Conduct follow-up with clients as needed.

5. Submit paperwork/documentation in ICarol within 48 hrs. and stay in regular communication with Client Service Team staff as issues arise.
6. Attend monthly meetings: Supervision with Crisis Response Manager, Group CRA meetings bi-monthly, and one All Staff or Board meeting a year.
 1. All meetings will be paid \$17.10 an hr.
7. Support new and incoming staff and volunteers by having them shadow you and being the point person before reaching out to the last ditch.
 1. Provide assistance and support to on-call volunteers.
8. Work as a team member to achieve the Center's mission including reaching out to last ditch and fellow team members when appropriate.
9. Complete all relevant training up to 20 hrs. per year and other tasks as required by staff supervisor.
 1. Every CRA shift includes 3 paid "shift hours" per shift prior to being activated for client duties. Please take 1 "shift hour" per shift to catch up on emails, training, SOP review, etc.
 2. Each CRA is allocated 25 PAID "responsive hours" per year for attending staff meetings, CRM drop-in hours, supervision, debriefing extraordinary cases that require CRM/CSD intervention. Responsive hours should only be used when it is not an option to use shift hours for the same activity.
10. Maintain appropriate standards of confidentiality.

Qualifications Required:

1. Flexible schedule including **the 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.
 1. Complete any additional tasks assigned to CRA by CSD and CRM
3. Demonstration of cultural awareness, sensitivity, and competency.
4. Experience working with people from diverse backgrounds.

Qualifications Preferred:

1. Bilingual in English and Spanish.
2. Experience providing assistance to survivors of sexual violence.
3. Crisis intervention experience.

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

Benefits:

- 2 full paid time off known as "**discretionary days**" with base pay shifts (\$55)
- 25 "responsive hours" at the rate of \$17.10 (per hr.) per year for attending staff meetings, crisis response manager drop-in hours, supervision, debriefing extraordinary cases that require CRM/CSD intervention.

- *Responsive hours should only be used when it is not an option to use shift hours for the same activity.*

Pay per shift: Paid Monthly on the 25th of each month. Timesheets are due by the 15th of each month for the previous month's work.

- **Helpline:**

- (17hrs.) \$55.00 per on-call shift covered from 4pm-9am. The wage rate of \$17.10 per hour goes into effect **after responding to a client for more than 3 hours.**
- (24hrs.) \$65 per on-call shift covered from 9am-9am. The wage rate of \$17.10 per hr. goes into effect **after responding to a client for more than 3 hrs.**

- **Hospital accompaniment:**

- (17hrs.) \$27.00 per on-call shift covered from 4pm-9am. The wage rate of \$17.10 per hour goes into effect **after responding to a client for more than 1hr.**
- (24hrs.) \$37 per on-call shift covered from 9am-9am. The wage rate of \$17.10 per hr. goes into effect **after responding to a client for more than 1 hr.**

Example: Ray picks up a 14-hr. shift with a shift pay of \$55 for the first three hrs.

4pm-5pm Included in shift pay	Ray completes 1 hr. of training and reviewing updates. Checks email, follows up with scheduling monthly supervision.
5-6 pm included in shift pay	The client chatted in and then called to speak with the CRA, CRA logged contact in ICarol.
1-2 am included in shift pay	CRA received a crisis call and stayed on the line
2-4 am hourly starts	CRA wrapped up crisis call, called Last Ditch, and logged contact
Total 3 shift pay hrs. 1 hourly	55+ 17.10 = \$72.10 payout

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.