

Job Title:	Evening Crisis Counselor	Job Category:	Part-time, Non-Exempt
Department/Group:	Crisis Intervention	Reports To:	Associate Director of Crisis Intervention
Nights/Weekends Required:	Yes	On-Call Required:	Yes
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes

Job Description

Job Purpose:

This position will focus on the needs of all crisis line callers. This involves serving as an in office counselor on the 24-hour crisis lines between the hours of 4:00pm and 8:00pm Monday through Friday (Hours may vary), specifically but not limited to answering crisis calls. Additional responsibilities include but are not limited to Lethality Assessment Program (LAP) emergency shelter intakes, supportive counseling, advocacy and data entry. Some specific duties of the Evening Crisis Counselor are as follows:

Duties include but are not limited to:

- Provide supportive, trauma-informed crisis response (including but not limited to lethality assessment, safety planning, and support for domestic violence protective order preparation) to individuals impacted by domestic and/or sexual violence who reach out to InterAct for services primarily through crisis lines, but also walk-ins, and provide appropriate resources and referrals to meet the needs of individuals and families in crisis.
- Coordinate emergency shelter placements for LAP clients, and attend to their immediate needs.
- Update resource book, counseling resource room, and file client charts as needed. .
- Input client services into R-Client database.
- Provide accurate resources and referral information to clients.
- Participate in regular supervision with program supervisor to review and process cases.
- Write and submits monthly reports to Program Director.
- Attend monthly staff meetings.
- Carry out other duties as assigned by supervisor.

Skills/Qualifications:

- Commitment to violence-free relationships, and ending the cycle of violence in our community.
- Ability to provide culturally competent services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Must demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Ability handle crises and function at a high level during crisis situations.
- Ability to prioritize and multi-task in a crisis environment.
- Excellent interpersonal skills and ability to function as a productive, contributing member of a team, and work in a spirit of deep collaboration and partnership with colleagues as well as outside agencies.
- Ability to integrate feedback and utilize supervision.
- Ability to develop and maintain professional supervisory relationships with volunteers.
- Ability to thrive in a complex, fast-paced, rapidly changing work environment.
- Ability to effectively solve problems and resolve conflict.
- Must possess excellent written and verbal communication skills.
- Ability to drive on behalf of the agency is required and valid driver's license. Candidate must have reliable transportation and a clear driving record.
- Candidate is required to complete a background check including the North Carolina Department of Motor Vehicles that is satisfactory to InterAct's standards.



The Family Violence Prevention Center, Inc. / dba InterAct

Minimum requirements:

High School Diploma. Bachelor's Degree in Social Work, Psychology, Education, related Human Service field preferred or equivalent experience. Also, experience in crisis intervention setting, preferably with victims of domestic violence and/or sexual assault. Additional consideration will be given to those who are bilingual or who possess related advanced degrees.