

Job Title:	Crisis Counselor	Job Category:	Full- Time, Exempt
Department/Group:	Crisis Intervention	Reports To:	Senior Director of Domestic Violence Programs
Nights/Weekends Required:	Yes	On-Call Required:	Yes
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes
Contact:	Please email resume, cover letter and completed application to: jobs@interactofwake.org		

Job Description

Purpose:

Each member of InterAct’s staff fulfills an important role in furthering InterAct’s mission of providing safety, support, and awareness to victims and survivors of domestic and/or sexual violence and the entire community – and saving lives, re-building lives, and securing safer futures. As a member of InterAct’s Crisis Intervention Team, the Adult Crisis Counselor must be an exceptional advocate, and must share InterAct’s commitment to putting clients’ needs first, and to performing our work in a manner that consistently upholds our common values.

Basic Function:

The Crisis Counselor will be responsible for providing delivery of coordinated, effective crisis intervention services, including lethality assessment, supportive counseling, intensive safety planning, provision of basic needs, and information and referrals to individuals and families who have experienced or are experiencing domestic violence and/or sexual violence order to promote safety, support, stabilization and healing from the effects of violence and abuse.

Duties include, but are not limited to:

- Providing supportive, trauma-informed crisis response (including crisis advocacy, lethality assessments, 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 (through crisis lines, walk-ins, appointments, out-of-county referral), and provide appropriate resources and referrals to meet the needs of individuals and families in crisis.
- Provide staffing on crisis lines as assigned.
- Provide court advocacy and hospital response/advocacy.
- Conduct support group participant screening and intake, co-facilitate support groups on an ongoing basis.
- Provide case management, information and referral, and serve as a liaison between InterAct and other community organizations/professionals on behalf of clients as needed.
- Collaborate with InterAct staff, program partners, and other community stakeholders to help plan and/or coordinate comprehensive services that best meet client needs.
- Provide education and consultation to community agencies/professionals, and represent InterAct in the community.
- Complete and maintain accurate and current client records as required by the agency, its funding sources, and/or other entities.
- Participate and engage in staff meetings and retreats, in-service training, and regular supervision with the Senior Director of Domestic Violence Programs.
- Stay abreast of and increase knowledge of the domestic and sexual violence fields by reviewing current literature, best practices, and evidence based programming, and by seeking out and attending applicable professional development opportunities whenever possible.
- Maintain strict adherence to InterAct’s policies, procedures, professional standards of conduct, and codes of ethics and those that govern applicable fields of human service practice.

- Serve as staff back-up and/or on-call shifts as assigned.
- Other duties as assigned.

Skills:

- 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.

Qualifications:

- BA degree in social work, psychology, counseling, or related human services field, or equivalent combination of education and experience required. Advanced degree preferred.
- 1+ years of experience preferred.
- Bilingual preferred.
- Experience working with survivors of domestic violence and/or sexual assault strongly preferred.
- Must be available to work evenings, on the weekends, some holidays, and on-call, as assigned.
- Background check, including DMV check, required before employment.
- Demonstrated eligibility to work in the United States.
- Familiarity with community-based services in Wake County preferred.
- Basic proficiency in Microsoft Office (especially Word, Excel, PowerPoint, and Outlook) and databases required.
- Candidate is required to complete a background check including the North Carolina Department of Motor Vehicles that is satisfactory to InterAct’s standards.

Employee Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated By:	Glenda Adams-Hardy	Date:	11/17/2021