



FRIENDS
of the **FAMILY**
Take Back Tomorrow. Today.

Employee Job Description

On-Call Crisis Advocate PTE

Program: Operations

Status: Part-Time, Non-exempt

Reports to: Crisis Services Manager

Direct Reports: None

Assessment of Service Needs
Crisis Counseling & Intervention
Information & Referral
Facilities Maintenance
Data & Documentation

Job Summary:

The On-Call Crisis Advocate is responsible for staffing an on-call shift and to be available to physically respond to the shelter building to staff a shift that a scheduled advocate is unable to cover OR cover a pre-arranged open shift. During said response the On-Call Crisis Advocate will provide in person and over the phone advocacy, shelter and housing navigation to those fleeing violence and or affected by homelessness throughout a 27-county service area.

What you will do:

- Hold on-call response from 5pm-8am on assigned shifts
- Take phone calls and answer questions from crisis advocates staff working in shelter.
- Be available to respond physically to the shelter building if a crisis advocate is unable to work a shift.
- Fulfill the responsibilities of the crisis advocates while covering a shift including:
 - Provide advocacy, crisis counseling, and access to crisis services and housing programs to callers on our crisis line.
 - Support the crisis services team in navigating safe shelter options and diversion strategies for survivors of violence.
 - Provide victim advocacy, crisis counseling and education to survivors of violence staying at Friends House.
 - Support the team in maintaining the shelter facility.
 - Comply with data tracking and documentation requirements.

How You Will Succeed:

- People First- Everyone matters and you regard people's well-being and success as a priority.
- Drive Change- We learn not to fear change but instead embrace it enthusiastically. It is even more important that we encourage and drive it. That keeps us in a healthy state of change readiness. Change is based around humbleness and an understanding that we can always grow and get better.
- Equity and Inclusion-Believe that diversity makes us all better and enjoy working with people of different backgrounds. Work to make every client, colleague and stakeholder feel welcome and understand that we must provide equitable opportunities for all.
- Emotional Intelligence – EQ allows us to step back and review the consequences of a decision using our emotions as a point of reference rather than as a basis for the decision. It is the ability to understand and manage your own emotions, and those of the people around you.
- Grit - Individuals high in grit can maintain their determination and motivation over long periods despite experiencing failure and adversity. Grit is having the passion, resilience, determination and focus that helps you to be optimistic, persevere and achieve any goals that you may have.
- Understand, align with and practice under the following philosophies/models: Housing First Model, Trauma-Informed Care, Client-Centered Approach, Harm Reduction, and Low-Barrier Shelter.
- Believe in our 10-year vision: Everyone has a home.

- Believe in our mission: To provide safe shelter, confidential services, and housing assistance to individuals in crisis due to homelessness, domestic violence, sexual assault, and human trafficking.
- Understand the 6 components of the Entrepreneurial Operating System (EOS).

Job Qualifications and Competencies

- Must demonstrate ability to organize, prioritize and plan work to meet deadlines.
- Ensure confidentiality is in place for all people FOF serves.
- High School Graduate with a minimum of two years work experience.
- Previous experience in the following preferred: victim services, crisis intervention, housing programming, and/or case management.
- Ability to pass state, federal, and child abuse background checks.

Employee Signature:

I have reviewed and understand all the information contained in this job description and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Friends of the Family.

Signature

Date