



TRI-VALLEY HAVEN

3663 Pacific Avenue
P.O. Box 2190
Livermore, CA 94550

Administration

Tel: (925) 449-5845
Fax: (925) 449-2684

Hotline

(925) 449-5842
(800) 884-8119

Email: mail@trivalleyhaven.org
Web Site: www.trivalleyhaven.org

CRISIS LINE COORDINATOR

Non-Exempt ~ Full-time

Hiring Range: \$19.96 - \$23.48 per hour

General Responsibility: Reporting directly to the Director of Domestic Violence Services, the Crisis Line Coordinator recruits, trains and schedules all crisis hotline volunteers and backup personnel. Provides supervision and evaluation of crisis line volunteers.

General Requirements: MS helpful; BA required. One-year experience in crisis service. One-year experience with volunteers. Knowledge of violence towards women and children. Completion of Agency Training within 6 months of employment (if not before).

AREAS OF RESPONSIBILITY

I. VOLUNTEER PROGRAM

- A. Working with the Volunteer Coordinator, recruits' volunteers for crisis hotline.
- B. Responsible for scheduling all crisis hotline volunteers and staff backup personnel.
- C. Develops and maintains relationships with potential sources of crisis hotline volunteers, develops outreach materials and conducts outreach for crisis hotline volunteer recruitment.
- D. Responsible for developing and maintaining a master list of all crisis hotline volunteers which includes starting date, name, address, home and business phone, type of volunteer service, anniversary award dates, and any other pertinent information. This list will be updated quarterly and given to the Volunteer Coordinator.
- E. Responsible for collating monthly, quarterly and annual statistics on crisis hotline volunteer hours served and type of service performed. These will be given to the Director of Domestic Violence and Sexual Assault Services and the Volunteer Coordinator by the 5th day of each month.
- F. Responsible for developing and maintaining updated crisis hotline volunteer materials including: volunteer task descriptions, volunteer feedback forms, evaluation forms, etc.
- G. Develops and maintains updated training materials.

II. DIRECT SERVICE VOLUNTEER PROGRAMS

- A. Using Volgistics, coordinate with the Director of Sexual Assault Services to ensure scheduling, supervision and evaluation of crisis hotline volunteers.
- B. Share responsibility for monthly volunteer in-service trainings and supervision meetings in consultation with the Director of Sexual Assault Services.
- C. Coordinate with Volunteer Coordinator for timely collection and compilation of client service statistics and volunteer training and service provision as needed for grants and contracts, including OES-SA quarterly reports to be submitted to the Director of Domestic Violence Services in draft form by the 10th of the month following the close of the quarter.
- D. Responsible for submitting DV "gold forms" to the Rape Crisis Center in a timely manner and ensuring crisis hotline volunteers submit "gold forms" to the Rape Crisis Center.
- E. Responsible for ensuring that direct service volunteers comply with all laws, including elder abuse reporting, CPS reporting, 5150 laws and suicide assessment, and other laws as applicable.

"Creating homes safe from abuse."

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- F. Become familiar with the Legal Services TRO Clinic in order to interview clients and assist in completing TRO applications on an as needed basis, especially in the absence of the Legal Services Advocate.

III. COMMUNITY LIAISON

- A. Responsible for interaction with community services, such as law enforcement, medical and the Victims Witness program in matters that pertain to clients being served by volunteer advocates.

IV. DIRECT CLIENT SERVICES

- A. Working in the Domestic Violence Shelter, will provide advocacy services to clients as necessary.
- B. Working in the Domestic Violence Shelter, will respond to hotline crisis calls.
- C. Will be available through cellphone as necessary for backup.

V. GENERAL TASKS - Performs general tasks as needed and represents Tri-Valley Haven in a professional manner. Tasks include, but are not limited to:

- A. Provides community education/public speaking presentations representing Tri-Valley Haven.
- B. Attends staff meetings and Board/Staff meetings as needed.
- C. Participates in community fundraising and special events as needed.
- D. Must have a valid California driver license and an insured automobile that employee will use as necessary for agency related business, including transportation of clients.
- E. Must maintain a good Motor Vehicle Record (MVR) in order to be able to drive for the agency.

VI. OTHER TASKS AS ASSIGNED BY THE DIRECTOR OF DOMESTIC VIOLENCE SERVICES AND/OR THE EXECUTIVE DIRECTOR WITHIN THE SCOPE OF TRI-VALLEY HAVEN'S MISSION.

VII. ADA ESSENTIAL TASKS

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| A. Working alone | J. Operation of motor vehicle |
| B. Working in high stress situations | K. Good distance vision |
| C. Working in emergency situations | L. Ability to speak clearly |
| D. Working off-shift/rotating schedule | M. Ability to discriminate speech |
| E. Good reading vision | N. Reasoning and thinking skills |
| F. Sitting | O. Ability to problem solve |
| G. Good communication skills | P. Typing or keyboarding skills |
| H. Specific knowledge or education | Q. Lifting 10 to 20 pounds |
| I. Learning ability | R. Carrying 10 to 20 pounds |