



COMMUNITY OVERCOMING
RELATIONSHIP ABUSE

JOB ANNOUNCEMENT

JOB TITLE: On-Call, Back-up Crisis Counselor

JOB CLASSIFICATION: On-Call, part time (Bilingual Spanish/English required)

SUPERVISOR: Manager of Client Services

SCHEDULE: Varies; will include evenings, weekends and some holidays.

AGENCY DESCRIPTION: As the only comprehensive domestic violence service provider in San Mateo, CORA is a dynamic and supportive nonprofit, dedicated to ending domestic violence and abuse through its intervention and prevention programs and services. We provide legal assistance, education and outreach, individual and group counseling, a 24-hour hotline, emergency response through our collaboration with law enforcement, emergency shelter and transitional housing to survivors of intimate partner violence/abuse.

SUMMARY: This position provides crisis intervention, needs assessment and supportive counseling to callers on the domestic violence hotline, as well as provides emergency telephonic response to residents of San Mateo County following a referral from local law enforcement. *This position is an on-call and after hours position (primarily in the evenings and on weekends).*

PRIMARY DUTIES AND RESPONSIBILITIES:

- Be available for on-call shifts during evenings, weekends, and some holidays.
- Willingness to work flexible hours and respond to last-minute requests for coverage.
- Respond to clients from the hotline, ERP and housing departments. Provide crisis intervention, counseling, and needs assessment services to clients.
- Respond to pages from law enforcement officers at the scene of a 9-1-1 call related to domestic violence and provide immediate crisis intervention counseling to the parties involved.
- Assess for risk and provide safety planning and information to clients on the hotline.
- Assist clients in accessing emergency shelter, motels, transportation and other immediate resource needs.
- Provide appropriate referrals to other services within CORA or in the community as needed.
- Communicate effectively with other members of the Client Services team in order to ensure the most up-to-date information and appropriate follow-up for clients.

- Complete required documentation in an accurate and timely manner.
- Participate in training as recommended by supervisor.
- Attend supervision, departmental and agency staff meetings as assigned.
- Other duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

- BA degree in social work, psychology, counseling, or related field; or an equivalent combination of education and experience in the provision of social services.
- **Bilingual English/Spanish fluency required.**
- Experience working with survivors of domestic violence preferred, including completion of 40-hour domestic violence training. *Candidates who have not completed the training will be required to do so.*
- Must be available to work on-call in a confidential setting between 5:00pm and 9:00am Monday through Friday, on weekends, and holidays.
- 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.
- Must be able to make sound decisions independently during crisis hotline calls.
- Excellent interpersonal and communication skills—oral and written.
- Ability to function as a part of a team and work in collaboration with outside agencies.
- Demonstrated ability to integrate feedback and utilize supervision.
- Background check, including fingerprinting clearance from the Department of Justice; Demonstrate eligibility to work in the United States.
- Familiarity with community-based services in San Mateo County and knowledge of Bay Area resources preferred.

COMPENSATION: On-Call pay rate of \$3.00 per hour / \$18.00 per hour for actual hours worked (actual time spent providing crisis intervention services).

BENEFITS: This is an on-call position and is not eligible for benefits.

TO APPLY: Please send resume and cover letter to: Tanisha Hughes, Manager of Client Services P.O. Box 4245, Burlingame, CA 94011. Fax (650) 652-0808 or email to jobs@corasupport.org. This position will remain open until filled. **No phone calls please.**

CORA websites: www.corasupport.org and www.teenrelationships.org

CORA is proud to be an equal opportunity employer. We seek diversity with respect to gender, age, race, ethnicity, national origin, class, educational background, religion, sexual orientation, and physical ability. All applicants are welcome. Individuals who are bilingual, people of color, members of the LGBTQ community and/or survivors of domestic violence are strongly encouraged to apply.