



Full Time Crisis Response Specialist (2024)

The Full Time Hotline Crisis Specialist will work on the Crisis Response Team (CRT) under the supervision of CRT Managers with a focus on providing a timely, trauma informed, healing-centered response on the Statewide Hotline during the week, M-F 8a-8p; 40 hours a week.

The work of the Hotline Crisis Advocate

- **80% Crisis Response**, responding to calls, chats, and texts from Action Alliance services, including the Statewide Hotline, LGBTQ+ Helpline, PREA (Prison Rape Elimination Act) Hotline, local sexual and domestic violence agencies, and other partner agencies; follow up, as appropriate, with people who identify as impacted by violence; and ensuring that resources and referrals meet the needs of survivors.
- **10% Administration and Documentation**, documenting calls, chats, and texts from Action Alliance services through call logs, shift reports, and VADData entry; engaging in the Teams platform; and individual timekeeping.
- **10% Ongoing Training and Development**, development of expertise directly related to performance of the job and best practices through means such as webinars, online learning modules, independent reading and reflection, and other opportunities as offered; attend and participate in monthly group and individual supervision; and resource identification as needed.

The skills of the Hotline Crisis Advocate

- This statewide remote position is an awake position with the requirement of having a dedicated, safe and private work environment with reliable Internet access.
- Ability to uphold confidentiality standards and serve those in need with a particular focus on those from historically marginalized and oppressed communities (LGBTQ+, people who are incarcerated, immigrants, trauma survivors, etc.)
- Ability to listen deeply, communicate calmly and effectively, and problem solve.
- Direct and compassionate communication and negotiation skills and ability to work in a self-led team.
- Experience with most of the kinds of activities that are part of the job; someone who can ensure callers who identify as under or unserved receive appropriate resources and referrals.

- Life experience(s) that have assisted in forming a sense of the importance of working together to advance social justice(s), healthy relationships, and healthy sexuality.

Building the Larger WE:

The work environment at the Action Alliance requires a high level of personal and group responsibility—for managing our work, reflecting on interpersonal dynamics, and understanding how oppression and intersectionality shows up in our workspace and our lives. We use a group process within our teams.

We have a deep commitment to diversity within the staff—you will be working with folks across generations, from many different racial and ethnic backgrounds, and people who identify across the gender and sexual orientation spectrums. We are an equal opportunity employer.

The Crisis Response Team is responsible for the 24/7/365 crisis response through the statewide phone, text, and chat lines; PREA services; and collaborative projects that improve the crisis response across communities, including identity specific and culturally specific communities.

About the Job:

This is a primarily remote, Tier 3 full-time, hourly non-exempt position with a starting salary of \$17-18 an hour. The benefits package includes health, dental, vision, disability and life insurance, an optional flexible savings account for health and/or dependent care expenses, and a retirement benefit for employees who have completed two years at the agency.

The Action Alliance is an Equal Opportunity Employer and is committed to hiring and supporting a diverse staff. We strongly encourage people of diverse racial, gender, and ethnic identities to apply.

To apply:

Please submit cover letter, resume or CV, and three (3) references to hotline@vsdvalliance.org and include “FT Crisis Response Specialist” in the subject line by 1/31/2024.