

Job Announcement
San Francisco Women Against Rape
Director of Crisis Intervention Services

Reports to: Administrator of Program
Full-time (40 hours/week)
Exempt Position

Agency Description

San Francisco Women Against Rape (SFWAR) is a community-based, anti-sexual assault, social justice organization. We provide resources, support, advocacy and education to strengthen the work of all individuals, and communities in San Francisco that are responding to, healing from, and struggling to end sexual violence. We provide support to sexual assault survivors, their families, and communities, and use education and community organizing as tools of prevention. We believe that ending all forms of oppression is integral to ending sexual assault and challenge oppression within our organization and communities. We are women of color-led and prioritize working with and for communities facing multiple forms of violence and oppression.

Position Summary

The Director of Crisis Intervention Services (DCIS) oversees the 24-hour crisis hotline and medical accompaniment, supervises volunteer crisis line counselors and medical advocates, coordinates implementation of the Multi-Lingual Access Model (MLAM) as related to crisis intervention services, maintains grant compliance with crisis intervention requirements, and supervises paid intern and paid crisis line and medical accompaniment relief workers. The DCIS works closely with the Director of Recruitment & Training and reports to the Administrator of Programs. The DCIS works both on-site and remotely.

Responsibilities

Crisis Line Program: Oversees 24-hour crisis line including maintaining updated policies and procedures for crisis intervention services; oversees back-up system; oversees implementation of MLAM services as related to the crisis intervention program; tracks crisis intervention services and clients; supervises volunteer and relief crisis line counselors; maintains schedule of hotline coverage; oversees effectiveness of answering service & back-up systems; updates referral guide and contacts with appropriate referral sources; provides counseling on 24-hour crisis hotline.

Medical Advocacy Program: Oversees medical accompaniment services for clients, including maintaining updated policies and procedures for medical advocacy crisis intervention services; oversees implementation of MLAM services into medical advocacy program; acts as liaison with appropriate agencies and/or city departments; tracks services to clients; supervises volunteer and relief medical advocates; maintains schedule of medical accompaniment coverage; provides medical advocacy coverage, as necessary.

Program Management: Develops annual program goals and objectives; coordinates development, implementation, and evaluation of crisis intervention services; develops and maintains budget for crisis intervention programs; maintains program compliance with all grant requirements relating to crisis line and emergency medical advocacy services; maintains statistical records of clients receiving hotline and medical accompaniment services; compiles statistical reports on crisis line, medical advocacy and volunteers for reports; prepares narrative and quantitative progress reports and substantiating documentation to funders; represents SFWAR at SART meetings and other meetings ,as appropriate; attends trainings and program meetings per grant requirements.

Volunteer Management: Supervises volunteer crisis intervention counselors and medical advocates, including assisting with monthly case management/supervision meetings and in-service training; maintains volunteer database; maintains regular communication with volunteers regarding organizational and program issues; coordinates annual volunteer appreciation event, in collaboration with the Director of Recruitment & Training and Director of Advocacy & Counseling.

Training: Assists Director of Recruitment and Training in initial crisis intervention training; provides training to MLAM advocates, provides training to volunteers in initial crisis intervention training on MLAM program; provides training on appropriate topics in initial crisis intervention training.

Additional Responsibilities: Participates in team decision making with Direct Services team; attends organizational meetings, as appropriate; provide counseling on 24-hour hotline, including back-up crisis line coverage; provides back-up medical accompaniment coverage; maintains client confidentiality; responsible for own typing, filing and administrative work.

Qualifications

1. A minimum of 2-years of experience providing crisis intervention services on sexual assault or related issues.
2. Experience in supervising or coordinating staff or volunteers.
3. Experience in working with sexual violence and/or anti-oppression issues.
4. Ability to work with minimal supervision.
5. Ability to coordinate and lead team in meeting program goals and objectives.
6. Knowledge and sensitivity to communities to be served and demonstrated commitment to develop cultural competency.
7. Experience in public speaking and making presentations and/or providing training.
8. Data/records management skills.
9. A commitment to SFWAR's Mission Statement.
10. A commitment to and experience with multi-cultural anti-oppression work.
11. The ability to work effectively with / in a teamwork / empowerment model.
12. The ability to relate well to / work with diverse agency staff and clientele.
13. Ability to maintain a flexible work schedule.
14. Ability to recognize own healing needs and to access support needed.
15. Bilingual preferred with knowledge of Spanish and/or Asian languages.
16. California Certified Rape Crisis Counselor strongly preferred.

Commitment to:

- Individual and community healing from violence and oppression.
- Community-driven, culturally-based program development, implementation and evaluation.
- Promoting healing, and leadership development among volunteers, staff and community members.
- Team planning and decision-making.
- Creating a work place that respects and affirms the cultural beliefs and practices of diverse communities.
- SFWAR Mission Statement.

Salary & Benefits:

- Salary of \$58,240/year.
- Employer-paid health and vision insurance; 50% employer-paid dental insurance; employer funded retirement plan; life insurance.
- Annual paid leave for Full Time Employees (pro-rated for Part Time Employees): two weeks of vacation for first year of employment; two weeks of sick leave; one week of mental health leave; 3 1/2 days of flexible “holidays.”
- Stipend for bilingual staff.

To Apply: Please submit your cover letter and resume to SFWAR, Attention: DCIS Search, via mail: 3543 - 18th Street, #7, San Francisco, CA, 94110 or email: ap@sfwar.org. No phone calls, please. This position will remain open until filled. SFWAR is an equal opportunity employer.