



Position  
Description  
*Crisis Line Assistant*

**About our organization:**

The Friendship Center is the #1 community resource for addressing and preventing domestic violence, sexual assault and stalking in Lewis and Clark, Broadwater and Jefferson Counties. We serve clients of all genders and backgrounds through free and confidential services including shelter, advocacy, education and outreach. Our mission is to be a safe haven for victims of domestic violence, sexual assault and stalking, while empowering every person in our community to flourish in relationships free from violence and intimidation. We do our work so that every person in the tri-county area can thrive in safe and healthy relationships. To learn more, visit our website [www.thefriendshipcenter.org](http://www.thefriendshipcenter.org).

**SUMMARY:** This is an hourly position responsible for answering the crisis line during business hours, connecting clients with advocates, and providing office support.

**SUPERVISOR:** Client Care Director

**PAY RANGE:** \$18.00/hour. Employees are eligible for life insurance, retirement with 6% employer contribution after one year of employment, vacation, and sick/wellness leave. Employees who work less than 30 hours are not eligible for health, vision, and dental insurance.

**GENERAL SCHEDULE:** Hourly (24-28 hours/week) and nonexempt position. Temporary increases in hours do not affect part-time status or health insurance eligibility.

**SPECIFIC DUTIES/MAJOR TASKS:**

- Serve as the initial contact for the 24-hour crisis line during business hours.
- Answer the phone and front door, greeting clients and guests.
- Assist advocates with fulfilling client needs, such as coordination of transportation, copies of documents, and gathering material assistance.
- Distribute mail to employees and client mailboxes.
- Assist with receiving material/in-kind donations.
- Other duties and responsibilities as assigned.

**QUALIFICATIONS**

- Ability to problem-solve and to set personal and professional boundaries.

- Ability to understand and maintain strict adherence to confidentiality, safety procedures, and advocate privilege.
- Clear and effective written and verbal communication skills, including listening.
- Commitment to provide dignified and trauma-informed interactions in a setting that can be unpredictable and active.
- Must be able to interact with and learn database systems and other computer programs.
- Ability to work cooperatively and effectively with other community-based services and systems professionals.
- Ability to work both independently and in small team settings. Comfortable taking initiative but also committed to sharing information and working well in a team.
- Must be able to perform physical labor, lift heavy objects, and move furniture as needed.
- Possess a valid Montana driver's license and automobile liability insurance.
- Successful background check required.

### **DIVERSITY, EQUITY, AND INCLUSION STATEMENT**

TFC recognizes racism, discrimination and oppression have contributed to disparities that have existed in the past and persist in the present across our nation and in Montana. We acknowledge those inequities are the result of policies and practices that work to marginalize entire populations of people. We denounce discrimination in all its forms because it undermines the well-being and vitality of our communities. We strive to engage residents and community members, especially those whose voices have traditionally been marginalized, in the shared work of building equity and empowerment. We work with partners to co-create solutions to ensure that everyone has the resources, support, and opportunities they need to thrive. We believe that diversity drives creativity and innovation, therefore we commit to work towards more equitable communities. We know that having varied perspectives helps generate better ideas to solve the complex problems of an ever changing and increasingly diverse world.