



The Friendship Center

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1430 Sanders St. • Helena, MT 59601

Position Description *Crisis Line Advocate*

About The Friendship Center

Founded in 1971, The Friendship Center (TFC) 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, and education.

Our mission is to be a safe haven for victims of domestic violence, sexual assault, and stalking as we empower 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. Visit thefriendshipcenter.org to learn more.

Position Overview

This is a stipend-based position, with an hourly wage for time worked. Crisis Line Advocates are responsible for providing trauma-informed crisis intervention, advocacy, and support to victims/survivors of domestic violence, sexual assault, and stalking through TFC's 24-hour crisis line.

Outside of TFC's office hours (Monday – Friday, 9 AM – 4 PM) and occasional holidays and administrative days, our crisis line is staffed by a rotation of Direct Service Advocates and Crisis Line Advocates. This position will cover at least one weekend every 4-6 weeks (including some holidays), from 4 PM on Friday to 9 AM on Monday on our crisis line. This on-call time can be spent remotely via cell phone while staying within cell service with the ability to respond in-person within one hour and maintaining access to a confidential space (i.e., bedroom, office, car) to take calls. Crisis Line Advocates may sleep during their shift. This position primarily works over the phone talking to clients. There are circumstances where in-person response will be needed.

Supervisor: Client Services Manager

Pay Range: This position includes a \$325 stipend (holiday shifts include an additional stipend) and an additional hourly rate for hours actively worked, training, and/or meetings attended. The hourly rate is \$20-\$22 per hour plus benefits depending on experience. Employees are eligible for retirement with 6% employer contribution after one year of employment. The amount of hours worked cannot be guaranteed due to the nature of the position.

General Schedule: This nonexempt position is stipend-based with some hourly work.

To Apply: Email resume and cover letter to TFC Client Services Manager Jaime Gabrielli at jaime.g@thfreindshipcenter.org. Applications will be accepted until position is filled.

Primary Roles and Responsibilities

- Provide initial response and a broad range of supportive services to victims/survivors (i.e., emotional support and information regarding abuse, safety, agency services, and community resources) while responding on the crisis line.
- Provide callers with information and referrals to other service providers and community resources.
- Respond in person to the emergency room, TFC shelter, and law enforcement center, when requested.
- Coordinate with TFC's direct services team for ongoing services of clients served on the crisis line.
- Work with partners to coordinate care or provide support (i.e., medical, law enforcement) when appropriate.
- Document all services provided, maintaining accurate and detailed records using our digital records system.
- Attend office meetings and training as needed.
- Work with supervisor to develop a burnout prevention and wellness plan to mitigate impact of secondary trauma.
- Other duties and responsibilities as assigned.

Knowledge, Skills, and Abilities

- Experience in human services, psychology, social work, women's studies, or other related fields.
- 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 independently and take initiative while sharing information and receiving feedback.
- Ability 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.

Equal Opportunity Employer Statement

The Friendship Center is an affirmative action, equal opportunity employer where employment is based upon personal capabilities and qualifications without discrimination because of race, color, national origin, religion, creed, age, sex, physical or mental disability, marital status, sexual orientation, gender identity, genetic information, political beliefs, or any other protected characteristic as established by law.

Diversity, Equity, and Inclusion Statement

The Friendship Center 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 create solutions and 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 working 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.