

**Santa Barbara Rape Crisis Center/Centro Contra La Violación**  
Crisis Intervention Hotline Assistant  
Job Announcement

**Status:** Part-time

**Supervisor:** Program Director

**Job Responsibilities**

1. Coordinate all aspects of crisis intervention services of the 24-hour Hotline on weekends and holidays in accordance to the Santa Barbara Rape Crisis Center's Policies and Procedures (See Attachment A) in both English and Spanish.
2. Serve as staff back-up to the 24-hour Hotline. Be available to assist the on-call advocates with questions, cover the 24-hour Hotline while the on-call advocates are providing accompaniment services, and support advocates in processing issues that come up for them around Hotline calls. Response time for Hotline calls is 5 minutes.
3. Cover open shifts (where no Advocate is available) on the Hotline. Respond to Hotline calls, provide accompaniment, advocacy, and/or in-person crisis counseling services during those shifts.
4. Accompany Advocates on all Sexual Assault Response Team call requests to provide services.
5. Complete and submit within 48 hours Call Report Forms to case managers and weekend and/or holiday reports to the Program Director.
6. Attend Crisis Intervention Hotline Assistant meetings as scheduled.
7. Perform other duties as required by Program Director.

**Definitions**

1. Hotline weekend coverage begins on Friday at 6:00 PM and ends on Monday at 6:00 AM.
2. Hotline holiday coverage begins at 6:00 PM the day prior to the holiday and ends at 6:00 AM the next business day or at the start of the weekend (Friday 6:00 PM).

**Requirements**

1. Completion of the Santa Barbara Rape Crisis Center Hotline Advocacy Training certified by the California Office of Emergency Services (Cal OES). SBRCC will provide this training.
2. Interest in ending all forms of oppression.
3. Willingness to work from a feminist perspective.
4. Willingness to uphold the Santa Barbara Rape Crisis Center's mission statement, position papers, and philosophy.
5. Good communication and interpersonal skills.

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6. Ability to work well with people from various cultures and backgrounds.
7. Be at least 18 years old in order to take a shift on the Hotline.
8. Reliable transportation is required (including a valid California driver's license and automobile insurance).
9. Be present at all calls where law enforcement is involved.

May not have a history of perpetrating sexual assault or harassment or any unresolved allegations.

**Physical Job Requirements**

This job requires the employee to:

- Lift and carry for brief periods up to 25 pounds from the floor to shoulder level.
- Bend, stoop and stand while filing in binders and files.
- Twist and reach while at a desk or computer terminal.
- Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines.
- Hear and speak well enough to converse over the telephone or in person at all times.
- Legally and physically be able to drive her or his vehicle during and after work hours while on agency related business.

Accommodations may be made for some of the above requirements. It is the employee's responsibility to make the Office Manager or Executive Director aware of any special needs that they may have. This job description is not intended to be all-inclusive. An employee may also perform other reasonably related business duties.

**Commitment to Equal Opportunity Employment**

SBRCC recruits, hires, trains, promotes, discharges, provides benefits, and undertakes other personnel actions without regard to race, color, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, religion, disability, or other characteristic protected by applicable statute. The discrimination precluded by this policy includes any discrimination against an individual because that individual is perceived to have any of the foregoing characteristics or is associated with a person who has or is perceived to have any of the foregoing characteristics.

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**Attachment A**

As per the Santa Barbara Rape Crisis Center's Personnel Handbook 1995, the following are paid holidays:

1. New Year's Day
2. Martin Luther King Day
3. President's Day
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. Day after Thanksgiving
9. Christmas Eve
10. Christmas Day