



Metropolitan Organization to Counter Sexual Assault

Job Title: **Crisis Line Specialist**
FLSA Status: Exempt
Department: Advocacy
Reports to: Crisis Line Coordinator

Since 1975 Metropolitan Organization to Counter Sexual Assault (MOCSA) has been an essential part of the Kansas City metro. Our mission is to improve the lives of those impacted by sexual abuse and assault, and to prevent sexual violence in our community.

SUMMARY

Serve as the main point of contact for daily crisis line operations, ensuring 24-hour crisis line and advocacy services are available for survivors of sexual assault and abuse.

JOB OBJECTIVES

I. Crisis Line Operations

- a. Serve as point of contact for daily crisis line operations.
- b. Support staff, interns and volunteers in daily coordination of crisis line services.
- c. Provide training to new volunteers and staff on crisis line operations.
- d. Ensures continuous functioning of the crisis line by organizing crisis line shift coverage and programming the crisis line for operation after business hours and holidays.
- e. Ensure proper documentation and storage of crisis line and hospital advocacy records.
- f. Ensure timely requests for follow-up advocacy and counseling services.
- g. Manages agency relationships with community partners.

II. Provide Advocacy

- a. Provide crisis intervention and advocacy to adolescent and adult victims/survivors during sexual assault forensic evidence collection examinations; advocate for victims/survivors and their loved ones as they participate in the criminal justice system.
- b. Ensure all advocacy activities are appropriately documented.

III. Provide 24-hour Crisis Line Services

- a. Provide information, support, safety planning and crisis intervention to callers on the 24-hour crisis line during regular business hours.
- b. Serve as staff-on-call managing the operation of the crisis line and victim advocacy response after regular business hours on occasion throughout the year; and supervise volunteers while on-call.

- c. Ensure all crisis line activities are appropriately documented.

IV. Provide Professional and Community Outreach

- a. Conduct outreach and professional education activities with criminal justice system partners, social service agencies, faith-based organizations, and other agencies as identified.
- b. Provide professional and community education on topics of sexual violence.
- c. Act as a representative of MOCSA at various community meetings and events.
- d. Ensure all outreach activities are appropriately documented.

The responsibilities described represent the primary responsibilities of the job. Other responsibilities may be assigned by the supervisor as warranted by business needs. The incumbent is expected to do all assigned responsibilities. Grant funds may only be used for the provision of approved activities.

KNOWLEDGE/SKILLS/LICENSURE/CERTIFICATION

Minimum Qualifications

The position requires a Bachelor’s Degree in human services, social work, criminal justice, or related field or five years of equivalent or combined experience in victim advocacy, volunteer engagement and community outreach. Demonstrated organizational and customer service skills and excellent communication. Evening and weekend availability.

Preferred Qualifications

Previous training in sexual abuse or assault. Experience working with volunteers. Experience with Volgistics or database management. Proficiency with Excel. Demonstrated ability to work collaboratively with community partners, such as law enforcement, prosecutors, and other social service providers strongly desired. Experience working with diverse communities; ability to work independently with minimal supervision; and fluency in Spanish preferred.

PHYSICAL AND MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

Work is typically performed in an office environment. While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and complex problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with faculty, staff, administration, funders, and others encountered in the course of work.

WORK HOURS

This is a full-time position; business hours are Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.

TRAVEL

Regular travel throughout the Kansas City metropolitan area to perform crisis intervention and outreach services.

BENEFITS

Vacation, Holiday, Sick Pay, Medical, Dental, Life, Long-term Disability Insurance, 403(b) and Cafeteria program. The salary range for this position is \$36,000 - \$42,000 DOE. MOCSA is an Equal Opportunity Employer committed to creating and supporting a diverse staff.

APPLICATION INSTRUCTIONS

Please submit a cover letter and resume to [MOCSA's OnePoint Careers Portal](#).