



## *On Call Domestic Violence Caseworkers*

We are currently expanding our pool of On Call Domestic Violence Caseworkers who cover planned and unplanned absences on our 24/7 crisis phonenumber team, located in our residential community.

In these roles, Caseworkers provide phone-based support, counseling, advocacy, and referrals to people who are impacted by domestic violence, and in-person support to our emergency shelter and transitional housing program residents. They may also collect clients from public locations and bring them into our shelter; conduct intakes, shelter orientations, and peer counseling.

On Call Caseworkers typically work on their own, so, after a period of competency-based training and assessment, they are expected to be able to work independently with minimum supervision. They often need to make decisions in crisis situations, so **previous experience answering a crisis or counseling line and/or working in a residential community is required.**

Information management is vital to maintaining excellence in our service delivery, and our On Call Caseworkers keep up to date, accurate documentation of client contact and activity that occurs while they are working.

### **COVID-19**

Safety is one of our key values. We have developed a robust COVID-specific Illness Prevention Plan, adopted new policies and practices, and provided training that aims to reduce the risk of exposure to employees, volunteers, clients, and visitors. These positions work **onsite** in our facilities. Remote work is not available for these roles.

### **STAND!'s values and culture**

[STAND! For Families Free of Violence](#) was born from the equal rights movement of the last century; specifically, from the strand of that movement that sought to eradicate violence against women. We are an organization that provides social services while participating in the larger activities of moving the dial on social justice. Successful candidates for all our positions will be eager to participate in social justice work including the interruption of structural inequities. We are a values-led organization, and our employees are committed to our values of integrity, passion, compassion, safety, accountability, innovation, and collaboration; and eager to create and participate in a work culture of inclusion, interpersonal kindness, and accountability.

### **Required qualifications:**

- **Minimum 2 years' experience working in a residential facility and/or answering a crisis line**
- Minimum 2 years' crisis intervention experience
- Ability to demonstrate cultural competency
- Ability to demonstrate active listening skills
- Ability to prioritize clients' needs in crisis situations
- Strong oral and written communication skills
- Experience using problem-solving techniques and conflict resolution skills

- Proficiency in computer skills, especially using Outlook, Word, and Excel; and strong skills in working with customized databases
- Ability to conduct regular safety checks of the physical site
- Ability to prepare rooms for clients coming into the facility, and to clean the rooms after clients leave
- Ability to work with people from diverse backgrounds
- Ability to serve clients from a trauma-informed perspective, and in an empathetic manner, while maintaining appropriate boundaries
- Commitment to maintain shelter-site confidentiality
- Understanding of the Agency's mission and ability to maintain appropriate boundaries with clients in all circumstances
- Reliable vehicle, valid California driver's license, clean driving record, and proof of insurance (MVR will be obtained prior to hire, and run periodically thereafter)

Employment with STAND! is contingent upon clear fingerprint, criminal history check, clear MVR, and successfully completing U.S. Department of Justice Form I9. Continued employment is contingent upon successful completion of the Agency's mission-related required training. Fluent Spanish / English skills, possession of the State-Mandated 40 hours Domestic Violence Counselor certificate; and having a Bachelors' Degree are preferred qualifications for these positions.

**Compensation:**

The hourly rate for On Call Caseworkers is \$22.00 or \$23.10 for fluent bilingual skills. On Call positions do not carry eligibility for benefits.

**To apply:**

To be considered for the On Call pool, please apply by emailing a cover letter, resume and the names of three supervisory references to: [resume@standffov.org](mailto:resume@standffov.org). **Please put "On Call DV Caseworker" in the subject line of your email. In your cover letter, please indicate which shifts and days you are available to work.**

**STAND! For Families Free of Violence is an Equal Opportunity Employer committed to staff diversity. We welcome qualified persons of all backgrounds to apply.**

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