

POSITION ANNOUNCEMENT

Position Title: On-Call Support Line Advocate

The Sexual Assault Resource Center is seeking an On-Call Support Line Advocate to support people who have experienced sexual violence.



The On-Call Support Line Advocate is responsible for providing information, referrals, and **confidential** emotional support over the phone to people who have been impacted by sexual violence via our 24-hour support line.

This is an on-call position (about 14.25 hours per month). This position is funded by federal grants, therefore may be subject to funding allocation and/or specific grant requirements. This position requires the employee to hold a non-mandatory reporter status.

Note: Currently all direct client services are remote and/or virtual, and there is an opportunity to maintain remote hybrid work activities for some positions, long-term. However, it is preferable that the On-Call Crisis Support Line Advocate reside in the Portland metro area.

Summary of Essential Duties

On-Call Advocacy

- Use anti-oppressive, intersectional and racial and social justice lenses to approach work with clients, colleagues and community partners.
- Support the agency's 24-hour crisis intervention protocol by answering incoming calls on an on-call basis. On-call advocates typically staff six-hour shifts up to five times per week, choosing shifts that fit with their schedule, to assist in filling a 24/7 schedule.
- Ensure immediate response to incoming calls in a quiet and private workspace.
- Serve as a backup advocate in instances where there is volunteer coverage for the primary shift and cover the support line if primary advocate is already on a call or if there is no primary advocate on-call.
- Provide trauma-informed and relevant emotional support, information and referrals to individuals as appropriate.
- Maintain strong professional and personal boundaries.
- Provide mentorship to volunteer advocates as requested.
- Participate in shift debriefs as needed or requested.

Case Management

- Periodically provide follow up case management as funding allows and as approved by Program Manager and/or Executive Director.
- Support clients in connecting to and navigating community resources (including housing, medical, legal, mental health, basic needs etc.)

- Support clients with systems including, but not limited to, criminal, civil and transformative/restorative justice systems, education systems, social services etc.
- Assess clients for eligibility for financial assistance and other internal resources.
- Distribute financial assistance and other internal resources (clothing, toiletries, bus passes, etc.) to clients as needed and in accordance with SARC policies.
- Provide trauma-informed emotional support to clients.
- Maintain client files and record client data into confidential electronic records database in accordance with agency policy.

Data Collection and Reporting

- Collect and record required data, not to exceed confidentiality parameters.
- Submit completed administrative paperwork to Program Manager at the end of every shift.
- Communicate collected data to Program Manager no more than 12 hours after each response, while on-call.

Who We Are

The Sexual Assault Resource Center (SARC) promotes social justice by eliminating sexual violence in our community through education, support, and advocacy.

Our philosophical approach begins with the recognition that sexual assault can and does happen to anyone. However, members of historically marginalized communities are more likely to be impacted by sexual violence and more likely to experience barriers to accessing services and seeking justice. SARC strives to be culturally responsive and to be intentional in our efforts to support communities disproportionately impacted by sexual violence.

We also understand that identities are intersectional, and oppressions are interlinked. To serve more fully those who have experienced sexual violence, we as an agency recognize that we must also work to address, challenge, and resist other forms of violence and oppression.

The Crisis Intervention Program at SARC is a resource for people who have been impacted by sexual assault to access immediate, confidential support in the ways they need through a 24/7 support line, on-site or telephonic crisis response advocacy, and case management to support clients establishing stability in their lives after sexual assault.

Position Qualifications

We value research that shows applicants belonging to some groups are less likely to apply for a job unless they meet all the listed qualifications. Therefore, we encourage you to apply if you have any of the characteristics listed below.

Required Qualifications

- Non-mandatory reporter status, per Oregon state code
- Knowledge and/or experience in the anti-violence movement and/or working with people who have experienced sexual assault; previous volunteer, internship, or work experience with social service organizations, and/or completion of domestic violence/sexual assault advocacy training/certification strongly preferred.
- Ability to complete a domestic violence/sexual assault advocacy training and certification (for applicants not yet certified) provided by SARC.
- Ability to maintain confidentiality in accordance with agency policies and funding requirements.
- Ability to approach work with an anti-oppressive and intersectional lens.
- Ability to work professionally and collaboratively with coworkers, clients, and community partners.

Although not required for the position, we place *preference* with candidates holding the following qualifications:

- Lived experience as a member of the Black Indigenous People of Color (BIPOC), Lesbian Gay Bi Trans Queer plus (LGBTQ+) and/or other oppressed/marginalized community/communities preferred.
- Fluency in Spanish.

To Apply:

Please email your resume to careers@sarcoregon.org. Please include a cover letter to explain the relevance of your resume to the position, if needed.

Compensation: Starts at \$20.00 per hour with an additional stipend for six-hour on-call shifts.

Location: SARC's business office is in Beaverton, Oregon within Washington County. Currently all work is remote and there is opportunity to maintain partial remote work for some positions long term.

Benefits: This position is eligible for statutory benefits including Paid Sick Time and eligibility to participate in the Oregon Saves program.

Work Environment, Physical Demands, & Travel Requirements

- Due to the COVID-19 pandemic, the work environment for this position is currently a hybrid or remote work model (for the undetermined/unspecified time) based on the equity-focused

needs and requirements of clients, the organization, and staff, as well as applicable statewide mandates.

- Although the current statewide Oregon vaccine mandates do not specifically apply to the On-Call Support Line Advocate position at this time, SARC strongly encourages employees and volunteers to be vaccinated for COVID-19 in an effort to support public health. Should this position fall under any statewide or federal COVID-19 vaccine mandates in the future, reasonable accommodations for employees who, because of a disability or a sincerely held religious belief, practice, or observance, may be made.
- This position requires the employee to live within the Portland-metro area.
- Physical demands may require use of computers, mobile phones and sitting/standing.
- This role requires the ability to speak and hear.
- Travel outside the Portland metro and/or Washington County area is not required for this position.