



Crisis Response Program Manager

Nature of Work:

The Crisis Response Program Manager (CRPM) will oversee the Crisis Response Advocate Team, in addition to providing on-scene crisis response to victims of crime and crisis during non-business hours. The role of the CRPM will be to supervise the Crisis Response Advocates and ensure that they are well-trained and supported in their roles and build the program in outlying areas of Coconino County.

Essential Duties:

- Supervise a minimum of 5 paid Crisis Response Mobile Advocates
- Supervise up to 40 volunteers
- Coordinate scheduling and distribution of on-call shifts
- Meet with the mobile advocates bi-weekly, or as needed
- Provide debriefing, support and encouragement to the crisis response advocates
- Hold monthly check-in meetings with all of the crisis response mobile advocates
- Act as liaison between crisis response team and staff to relay information
- Recruit and hire crisis response advocates
- Host crisis response training, which details specific tasks for paid crisis response mobile advocates on-scene
- Recruit volunteer crisis responders for Flagstaff, Williams, Grand Canyon and Page
- Outreach coordination
- Community Coordination (i.e., collaborating with partners in Coconino County to promote services from VWS)
- Attend regular staff meetings
- Provide ongoing trainings for the crisis response advocates
- 24/7 crisis response
- Resource/Referral delivery
- Safety Planning
- May attend initial hearings
- Other duties as assigned

Considerable Knowledge of:

- Arizona Criminal Justice System
- Arizona Victims' Rights Act
- Federal Criminal Justice System
- Federal Victims' Rights Act
- Victims Compensation Program
- Crisis Response Mobile Advocacy Theory/Practice
- Community Resources
- Evidence Based Practices
- Trauma Informed Care
- Critical Incident Reduction
- Community Resources
- Crisis Intervention
- Safety Planning

Working Knowledge of:

- Lethality Assessment
- Mental Health Considerations
- Domestic Violence/ Sexual Assault Best Practices
- Death Notification Support Practice
- Office practices & procedures
- Business English, spelling, math, punctuation & grammar
- File and records maintenance

Considerable Skill in:

- Providing crisis intervention
- Leadership, Supervision and Program Management
- Assessing victims' needs
- The operation and modern office equipment
- Computers and computer software including word processing

Ability to:

- Establish and maintain effective working relationships with other VWS employees, the general public, and colleagues from other agencies
- Follow written & verbal instructions
- Communicate effectively verbally and in writing
- Deal impartially with individuals from various backgrounds

Minimum Qualifications:

Four years degree in Social Work, Criminal Justice, Psychology, Sociology, or a related field and a minimum of four years' experience in social work, advocacy, or crisis intervention; OR an

equivalent combination of experience and education. An extensive background check is also required.

Preferred Qualifications:

Significant Crisis Response experience, and experience in supervising others.

Law enforcement experience is preferred

Ability to speak Spanish or Navajo is preferred

Experience working with diverse communities

Special Requirements:

Must possess and maintain a valid Arizona driver's license and have reliable transportation.

Must possess and maintain a cell phone.

Must be able to pass a significant back-ground check.

Must be able to obtain a fingerprint clearance card.