

<b>Cornerstone Job Description</b>
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**JOB TITLE:** Day One Call Center Advocate  
**REPORTS TO:** Call Center Supervisor  
**FLSA:** Non-Exempt/Fulltime  
**LOCATIONS:** Minneapolis/Bloomington  
**DATE:** 6/30/2017

**POSITION DESCRIPTION:** The position is responsible for responding to victims/survivors of general crime, domestic violence, sexual violence and/or human trafficking/sexual exploitation via phone, text, email or chat messaging through the 24/7 Day One Crisis Line and General Crime Line. The Call Center Advocate uses trauma-informed and survivor-centered practices to provide victims/survivors with referrals, information, support and safety planning. The Day One system, processes and best practices are utilized by Call Center Advocate to ensure immediate access to safety and services for survivors.

Hours/Schedule: This position will work on a full-time basis. The Fulltime Call Center Advocate must have the ability to work flexible hours including some evenings, weekends, and holidays. This position will also provide rotating on-call responsibilities. If staff are unable to work a shift they agreed to work, they are responsible to follow established procedure to ensure staff coverage. The position may be required to work other than scheduled hours during a local disaster or major public awareness events.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Program**

- Maintains professional and confidential customer-oriented responses to callers, text and chat users including appropriate responses in crisis situations.
- Assesses with victims/survivors what they are currently seeking for services and then ensures appropriate referrals and resources are made based on their requests.
- Accurately records all calls, text, email and chat messaging in the Day One Call Center database.
- Demonstrates a comprehensive understanding of the human services delivery system including community resources, organizations and services.
- Conducts follow up and quality assurance contacts on all cases where permission to do so has been documented.
- Maintains a high level working relationship with referral partners inclusive of the Day One Network agencies, 2-1-1, law enforcement, medical personnel and others.
- Works as a team with other Call Center Advocates, Emergency Services staff and supervisors/managers to ensure all referral information is up-to-date and accurate.
- Works collaboratively across all internal programs at Cornerstone.
- Other duties as assigned.

**Human Resources**

- Participates in the training and mentoring of volunteers and/or students.

**Administrative Responsibilities**

- Completes data entry in a timely and accurate manner.
- Properly documents all critical incidents inclusive of child protection reports.

**Organizational Expectations**

- Promotes Cornerstone Advocacy Service's mission & philosophy.

- Displays high ethical and professional standards.
- Attends staff meetings and training as requested.
- Completes Call Center training on General Crime, Domestic Violence, Sexual Violence and Human Trafficking.
- Provides support to and attends CAS events, e.g. conference, volunteer recognition, fundraisers, etc. as assigned/approved by supervisor.
- Educates community members and professionals about interpersonal violence and available services as directed by supervisor.
- Attends regular supervisory meetings.

**Education and/or Experience:** Minimum of bachelor's degree in social work or related human service field and two years of experience providing direct services to individuals and families. Without bachelor's degree, 3-4 years' experience providing direct services to individuals and families impacted by violence.

**Qualifications/Experience:**

- Broad knowledge of resources and systems which interface with victims of violence.
- Understanding of survivor-centered and trauma-informed care practices.
- Understanding of the impact of interpersonal violence on adults, children and youth with some experience in providing direct services in a related field.
- Experience in working with diverse populations and marginalized communities with training in and/or commitment to anti-oppression work.
- Ability to work independently and make decisions under pressure.
- Excellent customer service skills; ability to work with victims/survivors and community partners in a friendly, cooperative, and professional manner.
- Good written and interpersonal communication skills.
- Preferably fluent in bi-lingual skills.
- Knowledge and aptitude with Microsoft Office and other related forms of technology.

**Physical 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 job. Reasonable accommodations may be made to enable individuals with disabilities and those who may be Deaf/Hard of Hearing, to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to use manual dexterity for use of objects, tools or controls as well as visual acuity. The employee is required to stand; walk; sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must lift and/or move up to 40 pounds. The employee should always request assistance if any object needs to be lifted and the employee feels that their capabilities are such that the specific item to be lifted is beyond the employees abilities. No employee should attempt to lift more than what is comfortable for them. If such a situation should arise the employee should notify their supervisor to find help with lifting any item regardless of weight if the object to be lifted is awkward or difficult to lift in any way.

Please send your **Cover Letter & Resume** to:

**[Jobs@CornerstoneMN.Org](mailto:Jobs@CornerstoneMN.Org)**

**No walk-ins, no telephone calls, no agencies please**