



DC Transitional Services Inc.  
Crisis Intervention&Referrals

### **Job Description: Crisis Intervention Staff/Volunteer**

Provides confidential crisis intervention, support and information to survivors, their families and friends through the agency's 24-hour hotline. Provide advocacy for survivors of sexual assault at the hospital, police and courts when necessary; promote community awareness and understanding of sexual assault and domestic violence issues as a representative of Davidson County Transitional Services, Inc.

### **Qualifications/Requirements:**

1. 18 years of age or older & complete initial intake interview.
2. Successfully complete required orientation/ 90-day probationary period.
3. Uphold client/shelter confidentiality.
4. Attend a minimum of one Crisis Intervention Worker meeting per quarter.
5. Provide support, information, and referrals as appropriate to survivors of sexual assault and domestic violence, their families, and friends by:
  - a. Assisting in contacts with police, hospitals and community resources;
  - b. Keeping current and accurate information on legal and medical procedures and community resources.
6. Be available for all selected shifts unless special arrangements have been made. Shift sign-up expectation: approximately 4 shifts a month with one shift on a Saturday or Sunday, or 6 weeknight shifts per month.

Volunteers are to take responsibility for scheduling another advocate if unable to fill a shift.

7. Be responsible for the collection and return of beeper/any equipment borrowed for shift.
8. Contact staff the next business day to report call activity on the hotline.
9. Complete and submit appropriate report forms promptly after completion of shift.
10. Keep up-to-date on agency protocols through training opportunities, and any in services training provided by DCTS Inc..



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## **Job Description for Lead Case Manager**

SALARY: D.O.E.

**JOB DESCRIPTION:** Duties and Responsibilities (include but not limited to):

Fulltime/Part time Lead Case Manager position responsibilities will be to provide daily crisis intervention, domestic violence education, resources and referral services to clients at our domestic violence shelter and Transitional Center.

Documentation will include assisting in the development of case plans, completing progress notes; prepare data for reporting purposes, and agency paperwork in an accurate and timely manner.

You will supervise support staff under the direction of the Executive Director and work together with them on assisting clients in meeting their goals. Supervisory responsibilities will include monitoring and evaluating performance, assisting with hiring, training, and scheduling of staff as well as facilitating classes on and off site, participating as a member of the administrative team and being on-call.

Note: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related business duties as assigned by immediate manager and other management as required.

## **CONDITION OF EMPLOYMENT:**

Davidson County Transitional Services is an at-will employer. The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of duties, responsibilities and qualifications required of employee assigned to this job. (Any job description change will be written and dated by employee/and DCTS authorized staff.)

An employee will also perform other reasonably related business duties as assigned by immediate manager and other management as required.

At DCTS, the Executive Director, reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

Any offer of employment with Davidson County Transitional Services is contingent upon whose experience and training are most closely suited to the needs of the Agency may be selected for interviews.

Davidson County Transitional Services is an Equal Opportunity Employer and participates in the E-Verify program.

Skills / Requirements

**MINIMUM REQUIREMENTS:** The ideal candidate will possess the following:

HS/GED Diploma and at least 1-2 years of recent case management experience in HS or related field OR an AA degree in HS or related field and 1 year of recent. BA in other related field is acceptable. Excellent written and oral communication skills required.

Supervisory skills required. DV experience and knowledge of community resources highly preferred.

Excellent organizational skills, ability to set priorities, meet deadlines and handle multiple tasks, as well as to assume ownership in completion of projects is required. Ability to maintain strict confidentiality is a must.

Skilled in MS Office programs required.

Bilingual: Spanish/English a plus but not required.

This position might have other requirements.

All applicants MUST meet the following requirements: Have had a Driver's License. For at least three years.



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(Criminal Background will be completed for all Staff directly working with shelters)

## **Human Resources Manager Job Description**

Reports to: **Executive Director & Board of Directors**

### **Summary**

Review policies at the direction of Director and Board of Directors, coordinates human resources activities, such as employment, labor relations, training, and staff/volunteer services by performing the following duties.

### **Essential Duties and Responsibilities**

- Writes directives advising department managers of Company policy regarding equal employment opportunities, compensation, and employee benefits.
- Consults legal counsel to ensure that policies comply with federal and state law.
- Develops and maintains a human resources system that meets top management information needs.
- Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization.
- Identifies legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance. Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends.
- Writes and delivers presentations to Director and Board members or government officials regarding human resources policies and practices.
- Works with Director to recruit, interview, test, and select employees to fill vacant positions.
- Plans and conducts new volunteer or staff orientation to foster positive attitude toward agency goals.
- Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment.
- Advises management and Board of appropriate resolution of staff or volunteers relations issues.
- Responds to inquiries regarding policies, procedures, and programs.
- Administers performance review program to ensure effectiveness, compliance, and equity within organization.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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## **Education and/or Experience**

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

## **Language Skills**

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

## **Mathematical Skills**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

## **Reasoning Ability**

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.,) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

## **Certificates, Licenses, Registrations**

PHR or SPHR Certification preferred.

## **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 to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function

## **Office/Clerical Support**



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**Major Objectives:** To provide assistance to the professional staff so that the management of DCTS Inc. Organization is operating in an organized fashion. Program will run smoothly, and to provide timely communication and assistance to the agency's supporters.

**Major Responsibilities:**

1. Greet guests and donors
2. Answer the telephone, record and distribute messages
3. Receive d donations and complete donation slips
4. Generate "thank you" letters for donations, using MS Word computer program
5. Make copies, send faxes, and do filing, as needed

**Qualifications:**

1. Pleasant personality and telephone voice
2. Effective communication skills
3. Ability to manage time, paperwork, and people effectively
4. Respect for the diversity of DCTS Inc. Population
5. Ability to appreciate points of view of personal in order to build a collaborative partnership
6. Ability to work independently or with others.
7. Willingness to follow directions and policies of Davidson County Transitional Services.
8. Willingness to attend volunteer training and meetings when scheduled. (2 or mandated in a year)
9. Eighteen (18) years of age or older
10. Minimum of High School Diploma or G.E.D.

Training or Preparation: Orientation for new volunteers, initial training for office Procedures