



rape trauma services

*a center for healing & violence prevention*

## **Crisis Intervention Program Manager/Trauma Counselor**

**Full-time/exempt**

### **About the Agency:**

Rape Trauma Services (RTS) of San Mateo County strives to eliminate all forms of violence, with a special focus on trauma from all forms of violence and abuse. Our scope of services includes a 24-hour crisis line, counseling, advocacy, accompaniment, self-defense training, rape and other violence prevention education in schools, and outreach to underserved populations.

It is our strong belief that violence and abuse must be examined on an individual level (e.g., sexual abuse, rape) as well as a collective level (e.g., genocide, war), and in the context of societal inequities (e.g., sexism, racism, heterosexism). We also believe that violent behaviors by individuals as well as societal inequities perpetrated on a collective level are, at their core, about unhealed effects of trauma and ensuing cycles of violence.

We seek candidates who share our vision and philosophy including core beliefs such as (1) we all have been affected by violence and inequities; (2) healing from the effects of those experiences is a life-long process; and (3) commitment to one's healing is a key to our well-being, effective relationships with others, a healthy and equitable work environment, and meaningful political change.

RTS Staff, Interns, and Volunteer Trauma Counselors and Therapists work together to provide a variety of support services to child, adolescent and adult survivors of all forms of direct and indirect trauma from violence and abuse, particularly sexual abuse or assault.

The major components of our agency include the following:

- 24-hour confidential crisis line
- Crisis, Short-term, and Long-term Counseling
- Individual and Group Counseling
- Advocacy & Accompaniment
- Prevention Education, Community Outreach and Professional Trainings
- Vibrant volunteer community

### **Crisis Intervention Program Manager Job Description:**

The Crisis Intervention Program Manager is a position that requires an innovative, business-oriented, passionate yet pragmatic manager who will be responsible for maintaining and expanding crisis intervention programs, including all agency volunteers. Under the supervision of the Program Director, the position will assist in provision of core rape crisis center services, including but not limited to the 24-hour crisis line, advocacy and accompaniment and training of volunteer Sexual Assault Counselors (SAC's).

**Primary tasks for the Crisis Intervention Manager include but are not exclusive to the following:**

- Lead all volunteer program activities to meet agency objectives
- Manage Volunteer Program Coordinator to increase quality of all crisis intervention services program
- Oversight of 24-hour coverage of crisis line, advocacy and accompaniment services and crisis response protocols of agency
- Provide system wide program improvements of Sexual Assault Counselors and other volunteers
- Design and implement marketing and recruitment plan for volunteers
- Create retention plan including expansion of opportunities for long-term volunteers
- Collaborate with Program Director to meet funding and grant objectives
- Manage the development and maintenance of referrals for community members
- Lead crisis intervention team in completing 65-hour volunteer training three times a year
- Provide direct trauma counseling services, accompaniment and advocacy to children, adults and families
- Provide on-call crisis line back-up support as needed and shared with other Staff
- Perform other agency responsibilities as needed



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**Program-Specific Qualifications:** *Applicants must demonstrate the following qualities, skills, and experiences:*

- 3-5 years of project management, volunteer program and staff supervision required
- Bachelor's degree required
- Depth of experience in all aspects of volunteer coordination
- Experience supervising staff and volunteers
- Ability to see both micro and macro issues within a program, brainstorm and execute solutions on a daily basis
- Strong interpersonal and communication skills, oral and written, including ability to listen, clarify, validate, respectfully challenge; interest in supporting the skill development and thus personal healing of all Staff
- Strong interest in and commitment to developing and/or expanding trauma-focused interventions and advocacy skills
- Ability to take initiative, provide leadership combined with openness and patience in learning agency culture
- Ability to balance autonomy, accountability, and collaboration
- Ability to manage many projects simultaneously (i.e., multi-task) while attending to detail and quality
- Ability to effectively outreach to various communities with ease, combining humility and confidence
- Basic word-processing and database skills (i.e., Microsoft Excel) or ability to acquire skills quickly

**General Qualifications:**

- Appreciation of the agency's philosophical understanding regarding violence and oppression (outlined in the "About the Agency" section of this announcement)
- Demonstrable commitment to inclusiveness and making the agency's services accessible to all people
- Demonstrable commitment to your personal healing as key to working responsibly and effectively with others
- Demonstrable commitment to developing trauma-focused crisis intervention and advocacy skills
- Willingness to work flexible hours, including some weekend and evening hours regularly
- Demonstrable commitment to creating and maintaining a work environment reflective of the agency's mission and philosophy regarding working relations
- Perform administrative/operational and maintenance tasks in collaboration with all other staff
- Ability to balance autonomy, responsibility, and collaboration
- Strong organizational skills and interest in maintaining a structured, warm, healing-conducive environment
- Valid California driver's license, insurance, and reliable access to transportation

**Salary/Benefits:**

Competitive Salary and benefit package including twenty days of accrued PTO, full healthcare, vision and dental and retirement plan. RTS is an Equal Opportunity Employer.

**Application Process:**

Submit resume and a cover letter via email to [jobs@rapetraumaservices.org](mailto:jobs@rapetraumaservices.org)

We strongly encourage individuals who can represent one or more underserved populations in San Mateo County (e.g., people of color, people who identify as gay, lesbian, bisexual, transgender, people with disabilities, immigrants). Position open until filled.