



## RAPE RESPONSE (RR) CALL SPECIALIST POSITION DESCRIPTION

### PURPOSE:

The purpose of this position is to provide a Rape Response staff person to answer the 24-hour hotline and coordinate appropriate services. It is a part-time contract position.

### ATMOSPHERE:

Always conducts self in a professional manner as a representative of the agency and makes every effort to perform duties in an efficient and well-organized manner.

### WORKING RELATIONSHIPS:

1. Reports directly to Rape Response Phone Room Manager.
2. Reports occasionally with Rape Response Program Coordinator and Executive Director.
3. Works closely with Rape Response staff to ensure all programs and services complement each other and are easily accessible to survivors.
4. Works closely with community partners to maintain information and referral database.

### QUALIFICATIONS:

Minimum of a high school diploma and at least one year experience as an advocate for sexual assault survivors. Must attend the Crisis Center's 40-hour advocacy training.

### DUTIES AND RESPONSIBILITIES:

1. Provides initial contact with victims/survivors who call the Rape Response Hotline.
2. Ensures that Rape Response Hotline services are continuous with no breaks in service.
3. Coordinates SANE services for victims/survivors who make contact within 72 hours of the assault.
4. Coordinates advocacy services for victims/survivors who make contact outside 72 hours of the assault.
5. Works closely with Rape Response Counselor(s) to ensure that callers receive appropriate follow-up.
6. Refers victims/survivors of sexual assault to appropriate law enforcement, social services and medical resources in the community.
7. Logs all calls into the iCarol Database in real-time.
8. Maintains appropriate client records.

9. Provides Backup Advocacy Coverage as necessary.
10. Honors the Crisis Center Code of Ethics at all times, which includes extending unconditional positive regard, confidentiality, dignity, and respect to all callers.
11. Assists with other projects and performs other duties as requested by the Executive Director or Rape Response Staff.

**If interested, please e-mail resume and cover letter to Leen Murad,  
Rape Response Phone Room Manager, at [lmurad@crisiscenterbham.org](mailto:lmurad@crisiscenterbham.org)  
by Friday, February 17, 2023.**