



Enlace Comunitario

Crisis Intervention Specialist

Department: Intervention

Reports to: Client Advocate Supervisor

Supervises: N/A

Supervision: N/A

Status: Non-Exempt/Full Time

Grade: 7

Compensation Range: \$17.00-\$24.89/hr. (depending on experience)

Position Summary

The Crisis Intervention Specialist is one of the first Enlace staff members with whom clients engage—and is a key figure in welcoming and answering questions posed by existing or prospective clients. Under the supervision of the Client Advocate Supervisor, the Crisis Intervention Specialist performs a variety of office support and/or secretarial duties through a client-centered lens, including: relaying and resolving telephone and/or walk-in inquiries; calendaring client meetings with Enlace case management and/or other intervention staff; composing a variety of standard documents and correspondence (e.g., in Word); processing and submitting forms; performing data entry; and establishing and maintaining confidential records (e.g., in Enlace's client database). As a frontline staff member, the Crisis Intervention Specialist must exercise a trauma-informed, affirming approach while engaging clients who may be experiencing acute domestic or intimate partner violence.

In addition to the essential duties outlined below, the Crisis Intervention Specialist will:

- Be committed to advancing immigrant rights, gender equity, and socioeconomic justice;
- Be committed to advancing Enlace's mission, vision, core values, and programmatic goals;
- Leverage best practices for facilitating positive, constructive interpersonal communication—including an ability to navigate and resolve conflict in a manner that values and respects relationships with colleagues and community partners; and will engage in direct communication with a solutions-oriented approach;
- Be highly organized, self-motivated, detail-oriented, creative, and demonstrate excellent time management in managing multiple projects;
- Exercise emotional maturity and a sense of humor in resolving pressing issues or project components;
- Be a collaborative team player who shares responsibilities, and supports and acknowledges colleagues' contributions;
- Respect differences in race, ethnicity, age, gender, gender identity, gender expression, sexual orientation, religion (or lack thereof), ability, arrest or conviction history, socioeconomic status, and immigration status; and
- Be flexible to manage other duties as assigned.

Essential Duties & Responsibilities

- As Enlace's first contact with clients, the Crisis Intervention Specialist provides crisis intervention through a trauma-informed approach centered on the client's experience and their immediate resource needs;



- Completes Primeros contactos via telephone and/or in person;
- Screens phone calls and schedules appointments with Enlace's staff and/or provides clients with appropriate referrals to partner agencies or other social services;
- Greets and directs visitors to their appointments;
- Works in collaboration with the Client Advocate Supervisor to staff client cases;
- Maintains employee appointment calendars in Microsoft Outlook;
- Ensures all "Primer Contactos" (screening forms) are entered into Enlace's client database (Clienttrax) in a timely fashion;
- Answers inquiries concerning Enlace's activities and operations, and maintains a log of inquiries and referrals as required;
- Performs a variety of assignments which are sometimes confidential in nature;
- Prepares photocopies, folders, and facsimiles, and operates a variety of office equipment including a personal computer;
- Attends staff meetings and records meeting minutes;
- Participates in agency planning and organizational development; and
- Maintains and updates current information regarding programs and services available in the community and distributes to staff on a quarterly basis.

The duties and responsibilities outlined above do not comprise a comprehensive list and are intended to provide a representation of the general nature and level of work performed by an employee in this capacity. Enlace maintains the right to augment, realign, or remove duties and responsibilities as business dictates.

Knowledge, Skills, & Abilities

The following characteristics are essential to the performance of this position.

- Ability to speak and write in both Spanish and English are requirements;
- Ability to use, and exercise proficiency in, word processing and data entry programs;
- Ability to maintain strict confidentiality of records and information;
- Comfort with receptionist-aligned skills (e.g., honed client engagement and scheduling skills);
- Ability to communicate effectively, both verbally and in writing;
- Skilled in organizing and coordinating multiple tasks and client-centered materials;
- Ability to understand and follow specific instructions and procedures;
- Skilled in the use of operating basic office equipment (e.g., copier, fax, scanner);
- Ability to create, compose, and edit written materials; and
- Ability to maintain calendars and schedule appointments.

Please note: an individual is not required to disclose information about mental or physical limitations that may potentially interfere with work performance. However, a reasonable accommodation is only possible if Enlace is notified of modifications that may be necessary for the individual to adequately perform the duties of the position.

Enlace is an equal opportunity employer. We value a diverse workforce and an inclusive workplace culture. Enlace encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity and expression, age, national origin, marital status, immigration status, disability, or veteran status.



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Position Qualifications

- High school diploma or equivalent;
- Minimum of one year of work experience (required); and
- Ability to speak and write in both Spanish and English (required).

Employment Screening & Compliance

- Employee will be subject to a CYFD background check;
- Employee must comply with all Enlace operational policies, especially those involving the safety of fellow workers, volunteers, and clients/customers;
- Employee must maintain a current and valid driver's license to perform work duties if position requires activities that necessitate travel by motor vehicle; and
- Employee must have and maintain a clean driving record.

Enlace Work Environment

- Most essential duties are performed in an office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting;
- Work is normally performed in an area permitting partial-to-total privacy; and
- Work duties may require travel to other locations throughout the city, state, and country.