On-Call Crisis Nursery Advocate

SUMMARY
To abide by and cooperate with program guidelines in providing 24-hour advocate support to families in Scott and Carver counties accessing Crisis Nursery services. The Crisis Nursery program runs 365 days per year, 7 days per week, 24 hours per day. Advocates provide on-call weekend and holiday coverage. The advocate is immediately available for crisis calls by using his/her cell phone accepting Crisis Nursery forwarded calls. The advocate’s prompt response to the parent’s call is imperative to help reduce feelings of frustration and the potential for child abuse and neglect.

ESSENTIAL FUNCTIONS -- Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:

- Have cell phone accessible during entire on-call shift and respond immediately to parent crisis need.
- Communicate sensitively to parents requesting help. Assess situation with parent to determine if brief discussion with advocate, referrals, daycare or overnight care would be the most appropriate response to the parent's circumstances. Make note of any special needs of the children or concerns that may be of interest to the provider.
- If abuse is identified in the home, immediately and sensitively assist the parent in referring him/herself to the Child Protection System, following Crisis Nursery procedure. A placement would be appropriate only if the Child Protection worker determined the children would not be removed to foster care.
- If a placement is appropriate, attempt to locate a provider home in geographical proximity to the family's home. Arrange the days and hours of care to fit both needs of the parents and the provider. Meet with the family, preferably in a public place, to complete intake paperwork. Explain carefully the Confidentiality and Consent forms.
- Provide transportation for family to the provider's home if needed.
- Report all call activity and forward all paperwork to the Program Coordinator on the next business day.
- Respect and maintain confidentiality of children and families served through the Crisis Nursery Program.
- Stay current on available community resources and offer them to families as needed.
- Attend quarterly program meetings and trainings. Use of Crisis Nursery does not necessarily indicate the need for other referrals.
- Model flexibility in attitudes and understanding of the diversity of people and lifestyles.
- Individually determined by the Program Coordinator and according to program operating guidelines. All Crisis Nursery activities will be reported to the Program Coordinator.
- Other duties assigned by Supervisor.

MISSION DRIVEN COMPETENCIES
- Fostering Teamwork
- Continuous Improvement
- Communication
- Building Collaborative Relationships
- Customer Centered
- Analytical Thinking
- Use of Technology and information management

MINIMUM QUALIFICATIONS
Education, Training and Experience Guidelines
High school diploma/GED. Experience and/or education working with families/children. Have a valid driver's license with a good driving record and current insurance. Remain drug and alcohol-free while on
call. Understanding of family violence and child abuse and neglect prevention. Familiarity with community resources.

Knowledge of:
- Applicable policies, procedures and regulations covering specific areas of assignment.
- Principles and practices of conflict resolution, customer service and outreach.
- Specialized CAP and state agency software applications and procedures.
- Local community resources and regional community services programs.
- Principles of record keeping and records management.
- Personal computers utilizing standard and specialized software.

Skill in:
- The ability to work cooperatively with parents in a respectful, non-judgmental manner.
- The ability to respond promptly to Crisis Nursery calls during shifts.
- Analyzing problems and developing effective solutions.
- Working effectively with persons of diverse racial and socioeconomic backgrounds.
- Assessing and prioritizing multiple tasks, projects and demands.
- Perceiving the needs and concerns of others, interacting in a tactful manner, resolving conflicts, mediating disputes, and building personal skills.
- Preparing and presenting public reports, and engaging community groups in meaningful dialogue.
- Maintaining composure, and working effectively under stressful conditions.
- Collaborating as a team member, with colleagues, staff and community representatives.
- Establishing and maintaining cooperative working relationships with co-workers, clients and community agencies.
- Effective verbal and written communication.

LICENSE AND CERTIFICATION REQUIREMENTS
A valid Minnesota State Driver’s License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
Work is performed in a standard office environment which requires occasionally lifting such articles as file boxes or heavier materials with help from others and/or lifting and carrying light objects frequently. Mobility to drive a motor vehicle in order to attend meetings. A job in this category may require walking or standing to a significant degree or may involve sitting most of the time with long periods of computer work and heavy phone usage.

ORGANIZATIONAL INFORMATION
Grade: S-3
FLSA Status: Non-Exempt
Department: Crisis Nursery

_________________________________   ___________________
On-Call Crisis Nursery Advocate     Date

_________________________________   ___________________
Director of Human Resources     Date
Mission Driven Competencies

**Organizational Excellence:** All agency employees can help maximize the quality of our customer service through continuous improvement of our processes, commitment to finding better ways to do things, and working together to accomplish this.

1. **Fostering Teamwork:** As a team member, the ability and desire to work cooperatively with others on a team; listens and responds constructively to other team members’ ideas. Offers support for others' ideas and proposals. Provides assistance, information, or other support to others, to build or maintain relationships with them.

2. **Continuous Improvement:** The ability to demonstrate support for innovation and for organizational changes needed to improve the organization's effectiveness; initiating, sponsoring, and implementing organizational change; helping others to successfully manage organizational change. Proposes new approaches, methods, or technologies.

3. **Analytical Thinking:** The ability to tackle a problem by using a logical, systematic, sequential approach. Weighs the costs, benefits, risks, and chances for success, in making a decision. Approaches a complex task or problem by breaking it down into its component parts and considering each part in detail.

**Marketing and Communications:** By reaching out as passionate ambassadors of CAP, all agency employees can help connect more clients to our programs and energize more volunteers to support our efforts to serve our clients.

4. **Communication:** The ability to ensure that information is passed on to others who should be kept informed. Ensures that important information is shared with others. Shares ideas and information with others who might find them useful. Uses multiple channels or means to communicate important messages (e.g., memos, newsletters, meetings, electronic mail). Keeps his/her manager informed about progress and problems; avoids surprises. Ensures that regular, consistent communication takes place. Is responsive, receptive and follows up to communication received.

**Diversified Fund Development:** All agency employees can help fund our mission by developing and cultivating new or existing Agency relationships leading to increased donations to improve our customer service and program offerings.

5. **Building Collaborative Relationships:** The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support. Takes time to get to know coworkers, to build rapport and establish a common bond.

6. **Customer Centered:** Creates and maintains an environment that provides customers/clients with desired services and outcomes. Combines experience, insight, and data to determine how to best exceed customer and client needs. Ensures to deliver exceptional customer/client value, service and support.

**Technology and Information Management:** By supporting the Agency’s efforts to expand the use of technology to simplify and streamline our daily work, all agency employees can help provide our clients with the highest quality customer service possible.

7. **Use of Technology and Information management:** Supports the agency’s efforts to expand the use of technology, understands and uses current technology appropriately for job functions, learns and utilizes new technology and leverages technology to assist with efficiency within position to assist our agency with providing the highest quality customer service possible.