CHEYENNE RIVER SIOUX TRIBE
FAMILY & WOMEN VIOLENCE PREVENTION SERVICES
ADVOCATE/RECEPTIONIST

DESCRIPTION OF WORK

General Statement of Duties: Performs a variety of receptionist work requiring moderate exercise of independent judgment and completes filing and clerical duties for the Family & Women Violence Prevention Services Program (FWVPS). They will serve on the 24-hour crisis line and will be available for shift work as he need arises. Assists with maintaining client files.

Supervision Received: Works under the immediate supervision of the Family & Women Violence Prevention Services Executive Director.

Supervisor Exercised: None

EXAMPLE OF DUTIES (Duties may include but are not limited to the following):

Answers telephone and handles the crisis line in a supportive manner; takes messages and delivers them to the appropriate staff members.

Greets individuals/public who are seeking services in a professional and courteous manner.

Receives inquiries by telephone or in person, furnishes information or directs inquiry to the proper source for answer.

Admits and interviews individuals, which includes completing the initial intake form and then refers individuals to the Executive Director, the Advocate/Administrative Assistant, and/or Advocate/Shelter Manager for further assistance.

Assists and maintains intakes for the programs statistical information for monthly reports.

Composes and prepares correspondence, reports, forms, etc. as required or requested by the Supervisor.

Maintains a clean and neat work area.

Assists women/individuals with identifying their options and listens in a non-judgmental manner.

Empowers women through positive interaction to take independent action.

Networks with and makes referrals to appropriate staff and/or agencies when needed.

Assists in maintaining inventory, supplies, and other items for the FWVPS Office and Shelter.

Maintains and organizes donations and supplies for the FWVPS office and shelter.

Completes required reports for program.

Advocates for abused women who are seeking services.

Transports residents and their children when necessary or as directed.

Performs other job related duties as assigned.

Required Knowledge, Skills, and Abilities: Ability to relate well with staff and residents while maintaining a professional attitude at all times. Ability to deal with crisis situations. Working knowledge of receptionist and clerical procedures and practices. Ability to read, comprehend, and write simple correspondence and memos. Ability to follow written and verbal instructions. Must be effective in presenting information in one-on-one situations to victims/individuals or other staff of the program. Must be computer literate and have basic computer skills. Must be able to work under sometimes stressful and crisis circumstances. Must have good problem solving skills. Communication and record keeping skills. Must be able to communicate in a professional and positive manner.

Education: High School Diploma or GED required.

Experience: None

Special Requirements: Must be at least 21 years old. Must have the ability to lift 25 pounds, a physical exam is required stating ability to lift twenty-five (25) pounds. Must have a valid South Dakota driver's license and be insurable.

This position is subject to mandatory drug and alcohol testing in accordance with the CRST Drug and Alcohol Free Workplace Policy. Must be able to pass Federal, State, and Tribal/local criminal background checks in accordance with P.L. 101-630, P.L. 101-647, and Resolution No. 86-2013-CR.

Must be willing to adhere to and uphold the Mission Statement of the Program. Must be violence free and live a healthy lifestyle. Confidentiality is extremely important when working in this field, must maintain personnel and client confidentiality. Required to maintain complete confidentiality in all matters and transactions regarding individuals/victims that are seeking assistance.

Revised Date: 10.05.2015