



rape trauma services

*a center for healing & violence prevention*

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

**Full-time (40 hours/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 sexual violence and abuse.

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, Clinical Interns, and Volunteer Sexual Assault Counselors 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

The Crisis Intervention Program consists of:

- Rape Crisis Center Community response, including advocacy and accompaniment
- Sexual Assault Counselor Program
- Commercially Sexually Exploited Children (CSEC) Crisis Response
- Peer Counseling

### **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 the Crisis Intervention Program. This position will be responsible for creating systems and operationalizing all crisis intervention services. Under the supervision of the Program Director, the position will assist in provision of maintaining and expanding program objectives.

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

- Lead all Crisis Intervention program activities to meet agency objectives
- Manage Volunteer Program Coordinator
- Collaborate with Program Director to meet funding and grant objectives
- Oversee the fidelity of program including: community crisis response, 24-hour crisis line, advocacy and accompaniment services
- Design and implement marketing and recruitment plan for program needs
- Create retention plan including expansion of opportunities for long-term volunteers
- Manage the development and maintenance of referrals for community members

*1860 El Camino Real, Suite 406, Burlingame, CA 94010*

*p: (650) 652-0598 f: (650) 652-0596 e: [rtserv@sbcglobal.net](mailto:rtserv@sbcglobal.net) w: [www.rapetraumaservices.org](http://www.rapetraumaservices.org) 24-hour crisis line: (650) 692-RAPE*



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- 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 requested

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

- 3-5 years of project management, 2 of which in supervisory role
- Bachelor's degree required
- Depth of experience in all aspects of crisis intervention, (including Human Trafficking or CSEC)
- 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
- 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' 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.

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