

YWCA Kalamazoo

Emergency Response Services

Mission Statement:

Eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all.

Primary Functions:

The position requires a dedicated individual who will uphold the confidentiality of all client and agency information while providing critical support and advocacy for primary and secondary victims of domestic violence, sexual assault, and human trafficking.

Qualifications:

1. Must be currently enrolled in BA, MA, or in a related field of interest.
2. Ability to respond within 60 minutes of a page.
3. Listen with compassion to someone in crisis.
4. Demonstrate patience and a non-judgmental attitude in relation to the survivor's interests and attitudes.
5. Ability to remain calm and work under pressure.
6. Proficiency in Spanish preferred but not required.

Responsibilities:

1. Respect the confidentiality of all client/agency information.
2. Respond to pages when YWCA receives calls reporting a domestic assault, sexual assault, or human trafficking from police and hospitals.
3. Provide support and advocacy to primary and secondary victims of domestic violence, sexual assault and human trafficking.
4. Adhere to policies and procedures of YWCA Nurse Exam (SANE} and Emergency Response Team15-hour training provided by YWCA in collaboration with other agencies.
5. General understanding of issues related to racial and gender issues and injustice, equality, equity, Women's Rights.