

Job Title: Administrative Backup

Reports to: Executive Director

Key Relationships:

STAR staff and Crisis Line Responders, callers on the Statewide Sexual Assault Crisis Line, Forensic Nursing Services of Providence, and Law Enforcement partners.

Position Summary:

In order to support critical service needs on a 24/7/365 basis, STAR is required to have three levels of staffing on call 24 hours a day during the workweek and four levels of staffing available on weekends. Eight full time Advocates, 10 on-call Advocates and a seven member Administrative team cover 24 hour rotating shifts every day of the year, as well as providing backup to STAR's crisis line.

Level of Responsibility:

Maintains contacts of a confidential nature throughout the agency and outside the agency.
Required to use independent judgment in interpreting agency rules and policies.

Job Responsibilities & Duties:

- Provide Administrative Back Up function on a rotating schedule with other Administrative staff, once per week and on scheduled weekends (approximately every seventh weekend) and holidays.
- As the lead staff member in charge after hours, Administrative Backup must be prepared to respond to all questions or concerns from Crisis Line Responders, Advocates, law enforcement and forensic nursing.
- Responsible for covering any open crisis line shifts during their scheduled rotation.
- Required to be available for any questions or concerns 24 hours a day while on their scheduled rotation.
- Responsible for finding coverage for their scheduled rotation if they are unable to take it, and responsible to relay that information in a timely manner and allow plenty of time for coverage to be arranged.
- Responsible for any payment or arrangements necessary for clients' temporary shelter, food and transportation needs, until a Case Manager can respond during regular working hours. Must maintain all agency contract numbers, PIN codes, passwords in a confidential manner for use for emergent circumstances.
- Must clearly understand all reporting options available to survivors of sexual trauma and do everything in their power to advance those rights.
- Must check in with Crisis Line Responders regularly during their shifts to make sure they feel supported and to see if they have any questions; also thank them for volunteering to provide this service to the community.
- Represent STAR in a professional and courteous manner.
- Stay current on issues relating to sexual assault.