

On-Call Crisis Worker

Reports to: Youth Advocate Support Services Supervisor

Part-Time: Non-Exempt- Weekend Availability Required

Hourly Rates: \$4/hr on-call, \$23.55 / hour for crisis calls, \$20.00 / hour for meetings/supervision



Alternatives Overview

Our mission is to inspire young people to create a just future through practices that heal individuals, restore communities, and transform systems. Since 1971, Alternatives has modeled innovative alternatives to the status quo in Chicago's youth services field. Our school and community-based therapy, prevention and leadership development programs support young people to individually and collectively address causes of substance abuse, grief and trauma while building social-emotional, career and social change skills. In addition to working directly with young people, we train, coach and advocate for youth-serving institutions like Chicago Public Schools to be restorative and trauma-informed.

Position Overview

Crisis is 24/7/365 and so are we. Individual and family crisis support is a key component of Alternatives' Comprehensive Community Based Youth Services for young people that are at greater risk of involvement in the Juvenile Justice and Child Welfare systems. We run a 24-hour emergency hotline for young people that have run away or been kicked out of their home so we do not do traditional schedules. This position provides this crisis intervention response at the police station, hospitals, and other community sites. Our folks thrive working in afternoon, evening, and overnight shifts. When working on a weekday, scheduling is as follows: 5pm-9am (Example- Monday at 5pm - Tuesday at 9am). When working on a weekend, scheduling is as follows: Friday at 5pm-Monday at 9am. Our Crisis staff are not expected to work two consecutive weekends. This involves: in-person response, mediating familial conflict and relocating young people to a safe environment. After On-call Crisis Workers meet the initial needs of youth in crisis, the youth are connected to Youth Advocates that continue to work with them to protect against system involvement. On-call work is mostly scheduled for after normal business hours on nights and at least one weekend a month.

The impact this position has on our Chicagoland communities is exponential. If you are seeking a role that directly assists in addressing family discord, increases positive interactions, and unites families to resources to provide trauma-informed care services; this role will be rewarding!

Responsibilities

Perform the following from a racial, gender, sexuality, and ability equity lens:

1. Willing and able to work 16 hr. on call shifts for the weekend scheduled time.
2. Provide evening and/or weekend coverage as scheduled by Supervisor. Required to cover holidays as assigned/negotiated by the program supervisor.
3. Provide quick and efficient response to calls from the Alternatives answering service and maintain response compliance of 45 minutes to police station/community site within catchment area. When appropriate, facilitate transfer of youth to other (CCBYS) agencies.
4. Provide accurate assessment of the immediate problems of the youth and family, including necessity of psychiatric assessment and stabilization of the crisis; develop an initial treatment action and communicate action with the program supervisor.
5. Work effectively with the police, DCFS, placement linkages, and other professionals to coordinate and insure effective service delivery to clients, as well as advocate on client's behalf to prevent abridgement of rights.
6. Complete all necessary paperwork, including lockout reports to DCFS and CCBYS hotline, in a professional manner and return paperwork to Alternatives, Inc. after finishing the crisis intervention (at latest by 8:30am the next business day).
7. Consult with back-up crisis workers on call, supervisor or other supervisory staff when appropriate.
8. Work within Trauma-informed and Restorative Justice frameworks.
9. Attend all regular supervisory meetings and professional development; actively participate in problem-solving.
10. Effectively communicate Alternatives' mission, policies, practices, and services as appropriate.
11. Complete in a timely fashion all other tasks as assigned by the Director and/or Supervisor.

Qualifications

- Minimum of BA/BS in human services or related fields.
- Knowledge of adolescent/family dynamics and child abuse issues.
- Demonstrated cultural competency working with system-involved/homeless/LGBTQ/Black/Latinx/Indigenous youth.
- Use of a car during working and on-call hours. Valid driver's license and insurance.

-Must reside within 45 minutes of the designated service area.

-The COVID vaccine is mandatory for all employees to the full extent permissible under applicable law.

Please send a copy of your Resume and Cover Letter to Careers@alternativesyouth.org
Applicants from the communities we serve are strongly encouraged to apply.