
Position Summary: *Work as part of the team to provide intervention and support services to individuals dealing with family violence and sexual assault to aid in their recovery from abuse.*

Qualifications

- High School Diploma/GED and
- Two years previous work/volunteer experience, performed at a minimum 10 to 20 hours/week in a social service field
- Previous experience in client services preferred
- Bachelor's degree in a related field preferred
- Bilingual preferred
- Must have reliable transportation and current auto insurance as required by the State of Texas

Direct Services:

- Responsible for responding to our 24-hour crisis line and providing intervention and support services to individual seeking family violence and sexual assault services.
- Responsible for intake for eligible victims
- Provide access to shelter/lodging services as needed.
- Responsible for providing orientation to shelter to include operational systems and tour of facility and an explanation of our confidential policy and security measures.
- Provide access to emergency medical care and transportation.
- Provide access to resources for other medical care and transportation.
- Provide accompaniment to include court and community resources as needed.
- Provide and support clients in getting access to their medications 24 hours a day.
- Engage individuals in conversation related to the Dynamics of Family Violence and Sexual Assault and provide written material to increase knowledge in decision making
- Provide information to increase knowledge related to legal issues and the civil and criminal justice system to include information on obtaining crime victim compensation, protective orders, address confidentiality and victim impact statements and legal aid resources.
- Assist client with resources or education to increase their skills in budgeting, effects of trauma, healthy relationships, parenting, addiction, and healthy conflict resolutions.
- Provide individuals with information related increasing their employment options, skills assessment to identify training needs and seeking employment.
- Utilize intervention, peer support techniques to facilitate recover from the abuse, decrease the effects of the abuse, understating emotions and behaviors to aid the client in self-awareness and living an abuse free life.
- Attend team meetings to facilitate on going case management of individuals.

Facilities:

- Responsible for cleanliness and orderliness of physical structure
- Responsible for implementation and maintenance of inventory system for food and other resources used to assist clients
- Identify any safety issues, repairs and other needs of physical structure and document in appropriate place for notification to Executive Administrator
- Ensure the refrigerators are maintained at correct temperature and that food is stored properly
- Maintain all organization equipment and appliance to ensure they are in good working order
- Maintain security of shelter facility

Reporting:

- Responsible for daily documentation in client files, logbook and statistical data required according to organization’s policies and grantors for monthly, quarterly and annual reports
- Manage and submit documentation of hours worked in accordance with agency policies.
- Complete all paperwork and reports necessary to maintain compliance with agency policies and procedures.

Public Relations:

- Attend agency sponsor community events as needed.

Personal Skills:

- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients and other staff members.
- Ability to remain calm and make decisions effectively while coping with crisis situations.
- Ability to understand and comply with confidentiality and agency policies.
- Maintain confidentiality of client information and shelter location
- Ability to handle multiple tasks and prioritize workload.
- Ability to organize work area
- Requires good verbal and written communication skills
- Must have emotional/physical stamina to deal with prolonged crisis situations
- Ability to work independently without supervision
- Ability to be flexible and change duties with short notice as needed

Physical/Sensory:

- Ability to walk, stand, kneel, push, stoop, reach above the shoulder, bend repeatedly, grasp, pull, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 45 lbs., perceive depth, operate a motor vehicle and operate motor equipment.
- Conditions include working closely with others, working alone, working while children are playing close by, working protracted or irregular hours

Supervisor: Polk County Coordinator
Work Schedule: Flexible Shift Work (some nights, weekends, and holidays required)
Location: Residential Facility in Polk County and Walker County as well as Polk County Office

Status: Non-Exempt, Part-time

This position is made possible fully or in part by existing grant funding; continued employment and salary could be contingent on funding renewal with applicable grants.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties and skills required for the position.

Staff

Date

Supervisor

Date