

Co-Located Victim Service Specialist

Current Position: 1.0 FTE

Salary: \$35,000 & generous benefits



QUALIFICATIONS

- **Bilingual in English and Spanish required.**
- Willingness to learn and embrace Center for Hope & Safety (CHS) philosophy.
- Two-year degree or equivalent training or experience in advocacy, crisis intervention or related field preferred.
- Ability to provide direct support, information services, crisis intervention, advocacy or education to victims of domestic and sexual violence.
- Ability to work with survivors in both group and individual settings.
- Demonstrated ability to work collaboratively with a diverse group of staff members, volunteers, and community partners.
- Understanding of and ability to implement self-care measures and boundaries with clients for the mutual benefit of self, colleagues, and those we serve.
- Success at managing a wide array of tasks and projects and an ability to thrive in a fast-paced work environment.
- Able to work independently, setting priorities and ability to track details, data, information, and activities as needed.
- Ability to maintain a flexible schedule, including occasional evening and weekend hours.
- Demonstrated telephone and computer skills (specifically Microsoft Office suite, including Word, Excel, and Outlook).
- A car, valid driver's license, and proof of current automobile insurance required.
- Ability to operate a multi-line phone.
- Exceptional customer service skills and communication skills (both verbal and written).
- Coordinating urgent services to individuals who are undergoing stressful situations while remaining calm and professional.

DUTIES

- Complete 45-hour Advocacy Training.
- Maintain confidentiality of all client contact, information, and interactions.
- Facilitate working relationship between Department of Human Services Self-Sufficiency and Child Welfare staff, and Center for Hope & Safety
- Provide information, referral and advocacy to individuals that support victims of domestic violence, sexual assault, stalking and human trafficking within our community, including but not limited to Department of Human Services personnel.
- Coordinate client appointments and case management services with staff located at the CHS main office location.
- Offer individual services to victims/survivors of domestic violence, sexual assault, stalking, and human trafficking. Assist victims in developing short-term and long-term safety plans. Provide support, information, referrals, and emergency transportation to clients as needed.
- Provide information and education to clients regarding domestic violence, sexual assault, stalking, and human trafficking.
- Provide information, referral and advocacy which will help clients obtain social, medical and legal services. Note: This may include follow-up to determine outcomes of referral and advocacy efforts, as requested by client.
- Maintain accurate and up-to-date records on all activities.
- Participate in shared activities which may include hotline supervision, outreach efforts, staff meetings, shelter and office maintenance, hotline coverage, CHS events, and training of new staff, volunteers and practicum students.
- Provide educational presentations and trainings to the community and to other agencies on the issues of domestic violence and sexual assault as needed.