Safe Journeys

FOR: Policy & Procedure Manual
SECTION: Personnel
RE: Job Description
POSITION: Sexual Assault Case Coordinator & Volunteer Coordinator
REPORTS TO: Director of Sexual Violence, Counseling, and Prevention Programs
FSLA STATUS: Non-exempt
Approved By: Board of Directors
Approved Date: February 6, 2018
Rev. August 14, 2018

PURPOSE: Under the supervision of the Director of Sexual Violence, Counseling, and Prevention Programs, the Case Manager and Volunteer Coordinator provides case planning and coordination, crisis intervention, and advocacy to those affected by sexual violence in a variety of settings. As the Volunteer Coordinator, the team member also plans and coordinates volunteer services including marketing opportunities, organizing and providing trainings, and supervising all volunteers. This position functions within a broad framework of existing laws and policies.

MISSION STATEMENT:

To empower survivors of domestic and sexual violence and work to end such violence in our communities.

FUNCTIONS:

I. Direct Services

- Provides crisis intervention on the phone and in person to victims of domestic or sexual violence.
- Completes intake documents with persons seeking our services and makes appropriate referrals to agency staff.
- Develops case plans with clients that address their immediate needs, including those for housing, legal services, transportation, medical care, mental health care, finances, education, and safety.
- Collaborates with multiple community agencies and organizations to meet clients’ needs, as appropriate
- Accompanies clients to, and advocates at, appointments with service providers, as appropriate.
- Provides information and referrals.
- Assists clients with meeting their goals.
- Utilizes case management system.
- When appropriate, contacts clients to remind of appointments with Safe Journeys and coordinates services if client is receiving multiple agency services.
- Recruits agency volunteers using a variety of techniques such as tabling, community presentations, internet postings, other forms of media, and educational settings.
- Conducts community outreach activities which serve to recruit volunteers for all agency programs and to increase community awareness of agency services.
- Screens potential volunteers using an application and interview process.
- Organizes and coordinates trainings and ensures compliance with Illinois training requirements for domestic and sexual violence agencies.
- Organizes and facilitates regular volunteer meetings and continuing education of agency volunteers, ensuring compliance with Illinois training requirements for domestic and sexual violence agencies.
- Schedules and otherwise coordinates the duties and responsibilities of agency volunteers, including developing and distributing on-call schedule for volunteers and staff.
- Maintains adequate volunteer records including application, background checks, emergency contact information, attendance/hours, record of training, and other pertinent documents.
- Supervises volunteers.
- Participates in agency on-call system.
- Participates in local efforts to improve the community’s response to domestic violence and sexual assault.
- Provides other duties as assigned.

II. Other Staff Responsibilities

- Knowledgeable of agency and relevant grant policies and procedures.
- Participates in staff meetings and clinical consultation activities.
- Participates in professional trainings as required by agency and funders and follows developments in the fields of domestic and sexual violence, trauma informed services, and victim advocacy.
- Communicates with staff and the public in a manner that reflects respect and equality.
- Maintains and submits accurate records on all clients served and work performed in a timely manner.
- Assures ethical conduct in business, marketing, service delivery, and professional practice.

EXPERIENCE AND OTHER QUALIFICATION REQUIREMENTS:

- Associates degree in related field required. Bachelor’s degree in human services field, including Social Work, Psychology, Crisis Counseling, Counseling, and Therapy, preferred.
- Knowledge of domestic violence and sexual assault issues and the mental health field.
- Effective oral and written communication skills, including public speaking.
- Bilingual (Spanish/English) preferred.
- Ability to work evenings and weekends in addition to typical business hours.
- Ability to set limits and priorities.
- Ability to maintain confidentiality.
- Ability to serve individuals from diverse cultures and backgrounds.
• Ability to work independently and as a cooperative team member.
• 40 hours of domestic violence and 40 hours of sexual assault training or complete agency training program before interacting with clients.
• Ability to pass DCFS and criminal background checks.
• Access to immediate, reliable, licensed, and insured transportation.

PHYSICAL REQUIREMENTS:

Unless exempted by the Americans with Disabilities Act, all persons hired for this position are required to perform the following essential functions:

1. Lift up to 25 lbs. on an as-needed basis;
2. Perform the basic life operational functions of talking, hearing, & seeing on a frequent basis;
3. Perform repetitive motions (i.e. computer keying and/or dialing phone) on a frequent basis;
4. Stand, walk, sit, climb stairs, reach with hands and arms, stoop, kneel, and crouch on a frequent basis.

This position requires exposure to the following environmental factors:

1. Normal office conditions;
2. Exposure to variable noise levels;
3. Environment may include possible exposure to communicable illnesses; and
4. Traveling in an automobile in various weather conditions.

_ I have received, reviewed and understand this job description._

___________________________________________      _______________
Employee signature                  Date