

A WOMAN'S PLACE (AWP) POSITION DESCRIPTION

Title: Domestic Violence Intake Specialist
Employment Status: Full-Time

Department: Client Services
Status: Exempt

VALUES STATEMENT

To accomplish our vision of a society where all individuals are safe and can flourish, the programs, services, and decision making at all levels of A Woman's Place are rooted in and guided by the following values:

Courage: A Woman's Place acts bravely and boldly, notwithstanding fear.

Creativity: A Woman's Place encourages the creation of meaningful new ideas, interpretations, and rules.

Equality: A Woman's Place believes each and every one of us must collaborate to create a new society based in equal power and rights.

Integrity: A Woman's Place is of sound moral character and adheres to ethical principles.

Respect: A Woman's Place is considerate and honors the worth and dignity of all beings and resources.

Social Justice: A Woman's Place analyzes structural social inequalities in order to promote justice.

VISION STATEMENT

A Woman's Place envisions a society where all individuals are safe in their relationships and can flourish.

MISSION STATEMENT

A Woman's Place is a community-based social change organization committed to the empowerment of women and to ending intimate and domestic violence for all.

Purpose of Position: Provide trauma informed and victim centered services including intake, assessment, safety planning, and case management for domestic violence survivors experiencing a housing crisis. The Domestic Violence Specialist will also collaborate with the local homeless hotline to ensure continuity of services.

Reporting Relationships: Reports to Rapid Rehousing and/or Safe House Manager.

Other Relationships: Community and county housing agencies, staff, volunteers, community resources.

Essential Functions/Responsibilities:

1. Complete intake paperwork with survivors of domestic violence who are experiencing a housing crisis.
2. Offer support to survivors in alliance with the Values, Vision, and Mission statements of the organization.
3. Provide services and advocacy that improve immediate safety and housing stability, including safety planning, lethality risk assessment, and linkages to other social services supports.
4. When no safe house beds are available, provide information on maintaining safety and connect callers with additional safe housing services.

5. With appropriate consent forms, collaborate and coordinate with local housing providers allowing for more comprehensive and trauma informed services for survivors experiencing a housing crisis.
6. Provide training for housing provider staff as needed.
7. Maintain a comprehensive directory of local resources that are relevant to improving client self-sufficiency.
8. Track referrals and enter data daily to maintain accurate statistical databases.

Criteria/Requirements:

1. Commitment to AWP's Values, Mission, and Vision statements.
2. Adherence to the Personnel Policies of AWP
3. Successful completion of Domestic Violence Direct Service Training course and continuing educational requirements.
4. Honesty and trustworthiness in all relationships.
5. Excellent and effective written and oral communication skills.
6. Ability to make independent decisions and solve complex problems.
7. Ability to work independently as well as in a team setting.
8. Emotionally resilient and able to withstand pressure on an on-going basis.
9. Deal with difficult situations while maintaining quality of services.
10. Adapt readily to changing work environments, work priorities, and organizational needs.
11. Reliable Transportation

Education:

**Bachelor's Degree in a related field and/or
2 years of related work experience**

Characteristics:

1. Treats all people with respect, values diverse populations, and cultures.
2. Self-motivated and able to work independently.
3. Demonstrated degree of initiative and creativity
4. Must be flexible and have the ability to multi task.
5. Anticipates problems and seeks resolutions
6. Ability to prioritize tasks and requests and work in a confidential setting
7. Reliable, personally responsible, and trustworthy
8. Willingness to work varied hours including some weekends and evenings
9. Data entry skills
10. Microsoft Office proficient

JOB DIMENSIONS:

Assignment and Approval of Work:

The Domestic Violence Intake Specialist is directly supervised and receives directions by the Rapid Rehousing and Safe House Manager.

Financial Responsibility:

1. Prior approval from the Manager for any programmatic expenses.
2. Accurate and timely reporting of any expense reports.

3. Accurate accounting of any expenses from Resident's fund, gift cards, and bus tokens.

Responsibility and Decision-Making:

1. Demonstrate initiative
2. Assist with decision making regarding the acceptance of new clients into shelter.
3. Assist in providing coverage for shelter and Hotline.

Data Reporting:

1. Daily, accurate reporting of all data into all necessary databases.

License/Certifications:

1. 3/34 clearance
2. Valid Pennsylvania Driver's License
3. Valid vehicle registration and insurance

Physical Demands/Environmental Conditions:

1. Operation of office equipment
2. Occasional travel
3. Exposure to cleaning supplies, office chemicals, and insecticides