

A WOMAN'S PLACE (AWP) POSITION DESCRIPTION

TITLE: Victim Response Intake Coordinator **DEPARTMENT:** Victim Response

EMPLOYMENT STATUS: Full-time **WAGE & HOUR 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: To respond and provide immediate crisis support to victims of domestic violence from internal and external referral sources to the Victim Response Program. The Victim Response Intake Coordinator will assess client needs, assign to appropriate caseloads and coordinate appropriate data needs for the program. Additionally, the Victim Response Intake Coordinator will act as a liaison and provide outreach to external emergency services and first responders.

ORGANIZATIONAL RELATIONSHIPS: Reports to the Victim Response Program Manager. Work cooperatively with Victim Advocates, Community Counseling Advocates, Resident Counseling Advocates and other AWP staff and volunteers.

OTHER RELATIONSHIPS: Police Departments, medical service providers, Victim Witness, District Court staff, District Attorney's Office, attorneys, judges, community members and agencies.

ESSENTIAL FUNCTIONS:

1. Follow up, assess needs, and complete intakes for all referrals to the Victim Response Program.
2. Provide immediate intake, crisis, and safety counseling to victims of DV when contacted by police departments.
3. Follow up with victims referred through police contact forms.
4. Follow up with on-call volunteers to gather any information needed on referrals off business hours.
5. Assign clients in need of support through the criminal or civil justice system to Victim Response Advocate and provide appropriate information to assigned Advocate.
6. Collect, organize, and track data around referrals including Lethality Assessment Program (LAP) referrals.
7. Daily checking of PFAD and weekly check of the county court sheet for any AWP clients who may need PFA court support.
8. Build and maintain relationships with emergency service providers and first responders.
9. Assist with training, role calls, and distribution of materials to emergency service providers and first responders.
10. Data entry for volunteers who provide on-call support and court accompaniment.
11. Data entry and maintain spreadsheets for all incoming referrals.
12. Adhere to the confidentiality policy and other policies of A Woman's Place
13. Contribute to the positive work environment of the organization.
14. Provide back up support to the Victim Response Advocates specifically around court accompaniment as needed.

CRITERIA/REQUIREMENTS

1. Commitment to AWP's Values, Vision, and Mission statements; self-motivation; self-discipline; and excellence.
2. Adherence to the Personnel Policies of AWP.
3. Successful completion of Domestic Violence Direct Service Training Course and continuing education requirements as outlined in AWP's Personnel Policies.
4. Ability to understand and work with diverse populations.
5. Honesty and trustworthiness in all relationships.
6. Emotionally resilient and able to withstand pressure on an on-going basis.
7. Reliable transportation.

EDUCATION:

1. Bachelor's degree preferred in a related field and/or
2. Two year's work experience

CHARACTERISTICS:

1. Self-motivated and able to work independently
2. Cooperative and open-minded
3. Value collaboration
4. Creative and willing to take initiative

5. Maintain high standards for all work
6. Reliable and personally responsible
7. Resourceful
8. Extremely organized
9. Treats all people with respect, values diverse populations and cultures.
10. Anticipates problems and seeks resolutions
11. Ability to prioritize tasks and requests and work in a confidential setting
12. Ability to provide trauma informed care while de-escalating tense situations.
13. Ability to work flexible hours and on call
14. Data Entry Skills
15. Proficiency in computer skills, especially using Outlook, Word, Excel, ETO and customized databases

LICENSES / CERTIFICATIONS:

1. 33/34 Clearance.
2. Valid Driver License.
3. Valid vehicle insurance.

PHYSICAL DEMANDS AND ENVIRONMENTAL CONDITIONS:

1. Operation of office equipment
2. Use of a computer, shredder, copy machine
3. Travel involved
4. Exposure to cleaning supplies, office chemicals, paint and insecticides