

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 thrive.

MISSION STATEMENT

A Woman's Place is committed to ending domestic and intimate partner violence by empowering survivors, fostering community awareness, and promoting system change.

PURPOSE OF POSITION: To respond and provide immediate crisis support to survivors of domestic violence and respond to internal and external referral sources to the Victim Response Program. The Victim Response Intake Coordinator will assess client needs, assign clients to an advocate, and coordinate appropriate data needs for the program.

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

OTHER RELATIONSHIPS: Police Departments, Victim Specialist Units, 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 within 24 hours or next business day.
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. Coordinate Prothonotary Court Volunteers schedule and support volunteers in their role.
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. Data entry for Prothonotary Volunteers who provide court accompaniment.
8. Data entry for all incoming referrals.
9. Compile data into Monthly Reports.
10. Other coordination duties as assigned.
11. Adhere to the confidentiality policy and other policies of A Woman's Place
12. Contribute to the positive work environment of the organization
13. 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. Honest and trustworthy
2. Self-motivated and able to work independently
3. Extremely organized
4. Cooperative and open-minded
5. Collaborative
6. Creative and willing to take initiative
7. Maintain high standards for all work
8. Reliable and personally responsible
9. Resourceful
10. Treats all people with respect, values diverse populations and cultures.

11. Anticipates problems and seeks resolutions
12. Ability to prioritize tasks and work in a confidential setting
13. Data Entry Skills
14. Proficiency in computer skills, especially using Outlook, Word, Excel, ETO and customized databases

LICENSES / CERTIFICATIONS:

1. 33/34 Clearance.
2. Valid Driver License.

Valid vehicle insurance.

PHYSICAL DEMANDS AND ENVIRONMENTAL CONDITIONS:

1. Operation of office equipment
2. Lifting up to 35 lbs
3. Use of a computer, shredder, copy machine
4. Travel involved
5. Exposure to cleaning supplies, office chemicals, paint and insecticides