



**The Family Violence Prevention Center, Inc. / dba InterAct**

<b>Job Title:</b>	Bilingual Crisis Counselor/ Case Manager	<b>Job Category:</b>	Full- Time, Exempt
<b>Department/Group:</b>	Crisis Intervention	<b>Reports To:</b>	Director of Crisis Intervention
<b>Nights/Weekends Required:</b>	Yes	<b>On-Call Required:</b>	Yes
<b>Lifting Required:</b>	Yes- Up to 20 lbs.	<b>Driving Required:</b>	Yes

**Job Description**

**Job Purpose:**

To provide delivery of coordinated, effective crisis intervention services with the focus being on the Regional Spanish Crisis Line. This position will serve all victims and survivors, but will focus on the needs of Spanish-speaking clients through the regional Spanish line.

**Duties include but are not limited to:**

- Answer calls that come through the Regional line.
- Provide supportive, trauma-informed crisis response (including but not limited to lethality assessment, safety planning, and support for domestic violence protective order preparation) to individuals impacted by domestic and/or sexual violence who reach out to InterAct for services (through crisis lines, walk-ins, appointments, out-of-county referral), and provide appropriate resources and referrals to meet the needs of individuals and families in crisis.
- Provide staffing on crisis lines as assigned and scheduled.
- Work with staff at all fine partner agencies to coordinate services for Spanish speaking victims outside of Wake County.
- Participate in meetings with Regional staff as scheduled.
- Serve as staff back-up for on-call shifts as assigned and scheduled, including assistance with the Regional Bilingual Crisis Line.
- Provide court advocacy and hospital response/advocacy as needed.
- As assigned, conduct support group participant screenings and intakes, and facilitate support groups.
- Provide case management, information and referral, and serve as a liaison between InterAct and other community organizations/professionals on behalf of clients as needed.
- Collaborate with other InterAct staff, program partners, and other community stakeholders to help plan and/or coordinate comprehensive services that best meet client needs.
- Provide education and consultation to community agencies/professionals as needed, and represent InterAct in the community as assigned.
- In a timely manner, complete and maintain accurate and current client records (including but not limited to data entry), as required by the agency, its funding sources, and/or other entities.
- In a timely manner, complete and maintain accurate and current programmatic, funding, and/or other records/reports (including but not limited to data entry) as required by the agency, its funding sources, and/or other entities.
- Participate and engage in staff meetings and retreats, in-service training, and regular supervision with the Director of Crisis Intervention.
- Assist victims in filing for victim compensation as needed.
- Stay abreast and increase knowledge of the domestic and sexual violence fields by reviewing current literature, best practices, and evidence based programming, and by seeking out and attending applicable professional development opportunities whenever possible.
- Maintain strict adherence to InterAct’s policies, procedures, professional standards of conduct, and codes of ethics and those that govern applicable fields of human service practice.
- Other duties as assigned.

**Skills:**

- Ability to provide culturally competent services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Ability to demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Ability to handle crises and function at a high level during crisis situations.
- Ability to prioritize and multi-task in a crisis environment.
- Excellent interpersonal skills and ability to function as a productive, contributing member of a team, and work in a spirit of deep collaboration and partnership with colleagues as well as outside agencies.
- Ability to integrate feedback and utilize supervision.
- Ability to develop and maintain professional supervisory relationships with volunteers.
- Ability to thrive in a complex, fast-paced, rapidly changing work environment.
- Ability to effectively solve problems and resolve conflict.
- Excellent written and verbal communication skills.

**Qualifications:**

- BA degree in social work, or related human services field, or equivalent education and experience required.
- Must be bilingual.
- Experience working with survivors of domestic violence and/or sexual assault strongly preferred.
- Must be available to work evenings, weekends, some holidays, and on-call, as assigned.
- Background check, including DMV check, required before employment.
- Valid driver’s license and access to reliable transportation.
- Demonstrated eligibility to work in the United States.
- Familiarity with community-based services in Wake County preferred.
- Basic proficiency in Microsoft Office (especially Word, Excel, PowerPoint, and Outlook) and databases required.

Employee Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated By:	Stephanie Francis	Date:	6/15/2016