



The Family Violence Prevention Center, Inc. / dba InterAct

Job Title:	eFiling Crisis Counselor	Job Category:	Full- Time, Exempt
Department/Group:	Planning and Strategic Initiatives	Reports To:	Director of Planning and Strategic Initiatives
Nights/Weekends Required:	Yes	On-Call Required:	Yes
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes

Job Description

Job Purpose:

Each member of InterAct’s staff fulfills an important role in furthering InterAct’s mission of providing safety, support, and awareness to victims and survivors of domestic and/or sexual violence and the entire community, as well as saving lives, re-building lives, and securing safer futures. This position is part of the Planning and Strategic Initiatives staff, which provides advocacy and support services to adult victims and survivors of domestic violence and/or sexual assault with special emphasis on battered women or men seeking relief through e-filing at the InterAct office. As a member of InterAct’s Planning and Strategic Initiatives team, the eFiling Crisis Counselor must be an exceptional advocate, must share InterAct’s commitment to putting clients’ needs first, and must perform their work in a manner that consistently upholds our common values.

Duties include but are not limited to:

- 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.
- Coordinate e-filing services to every client seeking relief in district civil court.
- Assist clients with the preparation of Domestic Violence Protective Orders as needed and submit the paperwork to the court.
- Provides support to victims of domestic violence and sexual assault onsite, in criminal and civil court as needed; assessing clients’ needs in order to provide resources, referrals and counseling.
- Instruct and guide victims of domestic violence through civil e-filing procedures.
- Assess client’s needs, in order to make referrals, provide resources, and advocacy as needed.
- Act as a liaison between court personnel, law enforcement, and the client.
- Collaborate with direct service staff to rotate coordination and facilitation of the PEACE Support Group.
- Participate in the Domestic Violence Task Force meetings.
- Responsible for after hours on-call and hospital advocacy.
- Facilitate volunteer training as needed.
- Responsible for ensuring all client paperwork is completed and filed and enter client data in R/Client Database Program
- Provide Director of Planning and Strategic Initiatives with monthly report.
- Participate in staff meetings, staff retreats, in-service training, volunteer training, and regular supervision with the Director of Planning and Strategic Initiatives.

Skills/Qualifications:

- Able to multi-task and prioritize duties.
- Able to be empathetic and non judgmental.
- Able to handle crisis situations while remaining calm and diplomatic.
- Must demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Able to work as part of a team as well as able to handle crisis individually with quality decision making skills.
- Able to work independently.
- Able to work within a complex, fast paced and rapidly changing work environment.
- Able to effectively problem solve and achieve conflict resolution.
- Able to work effectively with a wide variety of individuals.
- Must have a mature and professional attitude combined with a compassionate nature.



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- Basic computer skills are required.
- Ability to drive on behalf of the agency is required. Candidate must have reliable transportation and a clear driving record.

Minimum requirements: B.A. in Social Work, Psychology, Education, or related Human Service or criminal justice related field. Bachelor's degree required, Master's degree preferred or equivalent experience. Experience in crisis intervention setting, preferably with victims of domestic violence and/or sexual assault. Additional consideration will be given to those who are bilingual or who possess related advanced degrees. Candidate is required to complete a background check including the North Carolina Department of Motor Vehicles that is satisfactory to InterAct's standards.