

# LGBTQ Center of Durham

## Job Description Form

**Job Title:** Victim Services Specialist

**Reports to:** Jointly to Host Home Program Director and GRASP Program Director

**Type of position:**

- Part-time
- Full-time
- Contractor
- Intern

**Hours/week:** 40

- Exempt
- Nonexempt

### General Description:

This position is funded through the LGBTQ Domestic Violence Response Initiative. The goal of the LGBTQ Domestic Violence Response Initiative (LGBTQ DVRI) is to enhance the capacity of communities in North Carolina (NC) to respond to domestic violence experienced by QTBIPOC folks by creating safe, effective, and culturally relevant services.

The Victim Services Specialist provides advocacy services to QTBIPOC survivors of intimate partner violence and contributes to capacity building efforts across the Durham community, regionally, and statewide across NC. The Specialist will provide assessment, case management, crisis intervention, coordinate advocacy services, and participate in a leadership capacity within the organization and community-wide in service of the project's scope of work and on behalf of survivors of all ages.

The Victim Services Specialist position is considered full time, non-exempt in accordance with the Fair Labor Standards Act, and requires regular hours as well as frequent evenings and weekends.

### Work Experience Requirements:

- Experience working with individuals who have experienced intimate partner and sexual violence.
- Experience working with individuals who have experienced trauma and have significant mental health needs.
- Lived experience as a racial minority or significant experience working with communities of color.
- Lived experience as an LGBTQ+ person or significant experience working with LGBTQ+ communities.
- Knowledge of Victim Advocacy practices, policies, procedures, and governing legislation, including VAWA laws, nationally and in NC preferred, but not required.

### Education Requirements:

- Undergraduate degree in social work, counseling, or similar, or 2 or more years of experience in relevant anti-violence settings required.
- Graduate degree in social work or a closely related field strongly preferred.

### Knowledge, Skills, Abilities Preferred

- Racial Equity and Antiracism training and/or lived experience
- Victim Advocacy training and experience
- Crisis intervention and response skills

- Case management with QTBIPOC survivors of violence
- Experience navigating mental health, medical, and legal systems
- Experience engaging with Communities of Color
- Experience working in a collaborative setting
- Knowledge of the causes and impacts of intimate partner and sexual violence on QTBIPOC individuals and their communities.
- Knowledge of the impact of intersectional experiences on QTBIPOC survivors.
- Personal qualities of integrity, credibility, creativity, and a commitment to and passion for the organization's mission and the mission of ending violence against QTBIPOC.
- Demonstrated experience and commitment to working with survivors of violence who are QTBIPOC.
- Commitment to integrating survivor voice, youth voice, and best practices for working with QTBIPOC into all components of the program.
- Knowledge of the unique social and structural challenges faced by Transgender Women and Transgender Femmes of Color and the support needed to advance healing and justice for these individuals and communities.

### **Required:**

- Valid North Carolina driver's license or ID with access to a personal vehicle or reliable mode of transportation with current insurance that can be used for company business if required.
- Personable under pressure and able to work with diverse communities.
- Excellent verbal and written communication skills.
- Organized, self-starting, impact-oriented; able to work under pressure, and complete multiple tasks simultaneously.
- Knowledge of Microsoft Office and Google Suite products.
- Knowledge of victim services data management systems such as Osnum, EmpowerDB, etc. considered a plus.
- Commitment to/knowledge of the greater Durham Queer and Trans communities; pre-existing Durham residency considered a plus.
- Background check required.
- 20 or more hours of Advocate training will be required and provided during onboarding.
- Evening and weekend availability required.
- Bilingual (English/Spanish) **strongly preferred**, but not required.

### **Responsibilities:**

#### ***Program Development***

Co-create and maintain program policies and procedures in consultation with supervisors and all Center staff. Areas to develop include:

- Contact processes for survivors and crisis response and intervention practices.
- Coordination of referrals, screening, and intake processes for survivors into the program.
- Communication practices between partner organizations to assure needs and concerns of survivors are being addressed in an affirming way.
- Regular communication and collaborative meetings with supportive service partners.
- Community outreach towards raising awareness of the program's services in the community and with targeted groups, communities, and service providers.
- Participate in Project specific *Leadership Team* planning, development, and project management and tasks.

#### ***Direct Services***

**\*Covid 19 safety measures for all in person services will be heavily monitored and safety and health precautions will be taken at all times.**

Plan and execute activities to implement direct advocacy services to QTBIPOC survivors. This includes:

- Screening for crisis needs and eligibility for services.
- Crisis response and intervention in emergent situations.
- Provide trauma-informed direct support and follow-up to all clients.
- Refer to mental health services internally or with outside providers as needed.
- Refer for medical, legal, housing, education, and job skills services as needed.
- Provide advocacy accompaniment for medical, legal, housing, education, and job skills services as needed and able.
- Refer for substance use treatment or support services as needed.
- Create initial and ongoing safety plans as needed.
- Assess for identity based services and other Center services as needed, including referrals to medical providers for HRT and HIV services, the Host Home Program, GRASP, and more.
- Coordinate provision of direct financial assistance.
- Provide tailored advocacy services for survivors who are Transgender Women and Femmes of Color pertaining to their lived experiences and high risk for polyvictimization experiences.
- Provide assessment, referrals, and direct advocacy tailored to the unique needs of survivors engaging in sex work, survival sex work, and/or those with Human Trafficking experiences.
- Collaborate and maintain working relationships with area DV/SA and Human Trafficking organizations and groups and other service providers in order to coordinate effective services and supports.
- As needed, provide transportation assistance and/or education in getting to and from community resource appointments and meetings. Accompany clients to appointments and meetings when possible.
- Attend twice monthly therapeutic team staffing meetings and communicate regularly with contracted therapy and psychiatric providers.
- Maintain hard copy and electronic client files and update case notes regularly. Monthly review of documentation will be directly supervised.

**Lead and implement project specific *Leadership Team* planning, development, implementation, management, and tasks in consultation with supervisors, the executive director, and the project lead and statewide team in conjunction with project directors at UNCG.**

- Develop the capacity of community service providers and DV/SA organizations regionally to serve QTBIPOC survivors through a Racial Equity lens.

### ***Engage Survivor Voice***

Recruit community members with lived experience as survivors to provide consultation and feedback to the program and in the community. Meet with survivors and service providers regularly and maintain awareness of the needs of the community through feedback loops.

### ***Cultivate culture of learning for the program, the Center, and the community***

Plan and attend regular training and outreach opportunities in consultation with GRASP Program Director and other Center staff on topics related to supporting QTBIPOC survivors, applying a Racial Equity lens, Intersectionality, particular needs and experiences of Transgender Women and Femmes of Color, QTBIPOC trauma-informed care, and anti-violence best practices with QTBIPOC folks.

**Attend program and Center staff meetings**

**Participate in programmatic Data Collection and Evaluation**

Represent the LGBTQ Center of Durham at pertinent city, county, state, and community committees and partner meetings as needed.

Attend meetings, trainings, and individual supervision as required.

Other duties as assigned by the executive director.

**Work Environment and Culture**

- The Specialist is expected to work evenings, weekends, and weekdays as needed and is the primary staff person responsible for responding to new survivors contacts and crisis response situations.
- Being an active member of the overall LGBTQ Center of Durham staff is required and essential to overall success in the role.
- Ability to prioritize multiple projects and manage frequent interruptions is essential to succeeding in this work culture.
- Ability to lift 25 or more lbs on occasion is preferred but not required.

**Salary and Benefits**

\$42,000 to \$45,000 annually, commensurate with experience and availability of funding. *This is a grant funded position. Funding is based on availability and renewal of project at the discretion of the Governor's Crime Commission. Current project funding runs through September 2021 with an anticipated renewal of one year ending in September 2022.*

Mileage and travel reimbursement

Yearly stipend to attend desired and relevant training opportunities, including travel expenses.

Benefits include employer paid health and dental insurance, paid holidays, and generous personal time off.

Retirement options are not currently available.

**Reviewed and received by employee:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_