

Job Description

Title: Client Services Coordinator
Responsible to: Executive Director
Position Status: 30 Hours

CLIENT SUPPORT

- ◆ Provide intake and coordinate client contacts
- ◆ Assist clients with complex forms and interface with social service agencies as needed to secure additional benefits
- ◆ Provide support, crisis intervention, advocacy and referrals to victims and family members
- ◆ Provide accompaniment to medical exams, law enforcement appointments, court and social service agencies as needed
- ◆ Provide on-call staff back up monthly and on an as needed basis
- ◆ Provide crisis line and office phone line coverage of 2 shifts per week and on an as needed basis
- ◆ Coordinate arts-based programming. Create an annual zine (or some other effective publication) for the purpose of creating a space for survivors to share their stories. Work with the ED and Committee on the Survivor Arts Show
- ◆ Assess appropriateness for psycho-educational groups in specific settings to assist in survivor healing. If appropriate, facilitate such groups (at the jail, for instance)
- ◆ Recruit donations and maintain hospital bags
- ◆ Administer victim assistance funds in accordance with OV policy

COMMUNITY PARTNERSHIPS

- ◆ Maintain an updated list of community agencies, contacts and referrals for the whole organization
- ◆ Provide community agencies with information regarding Our VOICE services
- ◆ Maintain professional rapport and communication with all referral agencies
- ◆ Coordinate Asheville Sex Worker Outreach Project, including coordination of meetings, developing outreach and associated materials, and management of Kelly's Line and the Asheville Bad Date Sheet
- ◆ Coordinate the Sexual Violence Prevention Taskforce, including inviting partners, coordination of meetings, developing action steps collaboratively, and following through on tasks
- ◆ Serve as an agency representative on the Sexual Assault Response Team/ Coordinated Community Response Committee
- ◆ Serve as a liaison to the regional committee on human trafficking
- ◆ Outreach to area communities with particular focus on marginalized communities

DATA & RECORDS

- ◆ Maintain client files and statistical data base.
- ◆ Prepare monthly, quarterly, and annual statistics for reports.
- ◆ Receive and document all referrals

- ◆ Other duties as assigned

QUALIFICATIONS:

- ◆ Bachelor's Degree in human services related field
- ◆ Ability to work with a diverse population
- ◆ Knowledge of sexual violence and related issues
- ◆ Experience working with individuals with a variety of mental health issues
- ◆ Considerable knowledge of community resources and structure
- ◆ Basic computer skills and knowledge of Microsoft Office
- ◆ Ability to work a flexible schedule
- ◆ Bilingual abilities preferred
- ◆ Experience working on websites and with social media a plus.

This is a 30-hour/week position

Deadline for submission is 5:00 pm Wednesday, May 22, 2013. Looking to fill the position as soon as possible.

Please submit cover letter and resume in PDF format to rvoice@ourvoicenc.org

Our VOICE is an EOE.

No phone calls please.

Revised 05/13