

**Position Title:** Victim Service Coordinator

**FLSA Classification:** Exempt

**Reports to:** VP of Model Programming & Partnerships

### **Purpose of Position**

The Victim Service Coordinator supports the program team, consisting of Survivor-Mentor(s), Regional Advocate(s), and Clinician(s). The purpose of the Victim Service Coordinator is to support the coordination, safety, collaboration, and communication amongst the team, the victims that they serve, and the local community. They also conduct quality assurance, administrative duties, and other activities to ensure victims receive customized service to meet their individual needs and the DBWPC meets federal, state, and local requirements set by the grant and other regulatory agencies. Additionally, the Victim Service Coordinator ensures the overall wellbeing and safety of the other members of the team.

### **Essential Functions**

- Ensures the team is adhering to ethical and professional standards that are in the best interest of the victims being served
- Ensures wellness plans and treatment plans are maintained and appropriate for victims served by the team
- Provides and oversees the training and support of newly hired team members, specifically emphasizing trauma competencies, victim centered practices, and safety
- Manages referrals and monitors care loads for the team and prioritizes needs of staff and victims; focuses on adequate time and care to be provided to all individuals served to meet both immediate and ongoing needs of victims
- Ensures team meetings occur at least once a week and ensures they are in alignment with the staff and agency's needs to best serve the victims
- Oversees scheduling of staff for the 24-hour access line
- Provides support to team members who staff the 24-Hour access line
- Continuously reviews the needs of victims, families, community partners, and the community to ensure the program addresses the identified needs
- Serves as point of contact for internal inquiries from research, administration, etc. regarding the team
- Participates in DBWPC and programming team staff meetings and team decision-making processes
- Ensures the team is identifying trends within the Anti-trafficking movement, services, needs, gaps, etc., and informs research and strategic advocacy agendas by elevating victim's voices and stories to DBWPC leadership
- Collaborates to establish program and services to meet the individual needs of victims, families, and communities
- Ensures that the team is able to provide expert guidance and training on regional resources to DBWPC staff, individuals receiving services, and community partners by participating in training and education activities, as assessed by the victims needs and gaps identified.
- Oversees collaboration with regional stakeholders to develop a coordinated, immediate, and appropriate response to meet the needs of victims/survivors of commercial sexual exploitation

- Oversees the coordination and provides training to regional stakeholders on identifying victims of sex trafficking and making appropriate service referrals
- Works as part of a team to develop purposeful connections with individuals receiving services and their families/caregivers
- Advocates for victims needs alongside and/or on behalf of victims and their families in courts, schools, and other systems
- Documents interventions as required by internal policies & procedures to comply with HIPAA and contractual demands and to meet research needs
- Ensures all contract required data collection methods and forms (mileage, SPL's, victim transportation and victim needs forms, and any special needs) are completed and submitted as required within the required agency timelines, ensuring corrections are completed within a designated timeframe and suitable for invoice submission.
- Works in collaboration with the Operations Manager, Staff Accountant and Chief Operating Officer ensures all contract, agency and legal regulations related to all parts of the service providing are understood and complied with.
- Serves as the backup to any position or member of the team.

### **Secondary Functions**

- Supervises volunteers
- Participates in the development of Human Trafficking awareness campaigns
- Participates in co-facilitating groups based on the needs of the victims
- Supports DBWPC programs and events

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions listed above.*

### **Required Knowledge, Skills, and Abilities**

#### Organizational:

- Growth-Mindset – Receptive to feedback, willing to learn, and embraces the reflective practice
- Solution-Oriented – Brings possible solutions when presenting obstacles or challenges to the supervisor
- Collaborative – Seeks input and buy-in from victims, colleagues, and external partners, as appropriate
- Team Oriented- experience in creating cohesive, efficient, and goal-focused teams

#### Individual:

- Ability to provide staff supervision from a mental health perspective
- Knowledge of the impact and dynamics of sexual exploitation on youth
- Knowledge of Florida Safe Harbor laws
- Knowledge of resources available to victims/survivors in Duval, Clay, Nassau, St. Johns, Baker;; or demonstrated ability to develop resource networks

- Demonstrated ability to document interventions appropriately and on deadline
- Experience navigating the juvenile justice and child welfare systems
- Experience in emergency response and crisis management

### **Supervisory Responsibility**

This position directly supervises all team members administratively and therapeutically, may supervise interns.

### **Work Environment/ Demands**

This position operates in multiple environments, including professional offices, locked detention facilities, schools, and community sites with varying levels of accessibility, including climbing different numbers of stairs.

- This position constantly uses standard office equipment such as computers and phones.
- This position constantly transports supplies such as clothes, books, art materials, and food, as well as clients.
- This position occasionally requires lifting up to 15 lbs.
- This position constantly requires repetitive hand and wrist motions.
- This position constantly moves around from place to place to accomplish tasks, while stooping or stretching.
- This position occasionally remains stationary in a sitting or standing position.
- This is a highly communicative position, requiring constant communication to exchange messages with victims, staff, and community members.
- This position requires a constant ability to assess the level of accuracy, neatness, and thoroughness of the work assigned.

### **Position Type/Expected Hours of Work**

This is a full-time position and requires the staff to provide periodic on-call rotation responding to the 24-Hour Access Line. While on-call, the individual filling this position must be able to respond on-site to crisis situations at any hour of the day. In addition, the nature of the work often requires employee engagement outside of traditional office hours, even when the individual employee is not on call.

### **Travel**

This position can require daily travel. This position can travel throughout Duval County, Clay County, St. Johns County, Baker County, Nassau County, and occasional travel throughout the State of Florida.

The individual who fills this position must have a valid driver's license and will be required to maintain minimum personal auto liability insurance while employed with the Policy Center.

**Required Education and Experience**

- 5 years related experience with victims who have experienced complex trauma including sexual abuse and/or sexual exploitation.
- Master's Degree in Social Work or related field

**Preferred Education and Experience**

- Valid Florida License in Mental Health Counseling, Social Work, or related field

*Individuals with an equivalent combination of education and experience may be considered for the position.*

**Work Authorization/Screening Requirements**

DBWPC participates in E-Verify. Upon offer and acceptance of employment, DBWPC will provide the federal government with the hired individual's Form I-9 information to confirm that the individual is authorized to work in the U.S.

The employee who fills this position is required to complete fingerprint-based AHCA Clearinghouse background screenings for the Florida Department of Juvenile Justice (Caretaker) and the Florida Department of Children and Families (Mental Health.)

**AAP/EEO Statement**

The Delores Barr Weaver Policy Center is committed to building a diverse staff that reflects the populations served by its programs. We strongly encourage applications from qualified individuals of color and qualified individuals who identify as lesbian, gay, bisexual, transgender, and/or gender non-conforming.

DBWPC, Inc. is an equal opportunity employer and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, religion, national origin, gender, sexual orientation, gender identity, gender expression, marital status, age, veteran status, physical or mental disability, or otherwise as may be prohibited by federal and state law. DBWPC, Inc. complies with applicable federal, state, and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

**Other Duties**

This job description is not intended to contain a comprehensive listing of the duties and responsibilities that are required of the employee who fills this position. Duties and responsibilities may be adjusted at any time to best fit the needs of DBWPC.