JOB DESCRIPTION

Job Title: Survivor Support Specialist **Effective Date: _____**

Department: Advocate Office/Case Management

Schedule: M – F, 10 am – 6 pm; weekly pre-scheduled 6a am – 2 pm shifts

Supervisor: Shelter Operations Director and Advocate Office Operations Manager
FLSA Classification: Hourly, Non-Exempt

ABOUT HARMONY HOUSE
Harmony House provides shelter, advocacy, and education to domestic violence survivors. In addition to our emergency shelter, prevention education, and outreach programs, Harmony House partners with the Springfield and Republic Police Departments and the Greene County Family Justice Center to support domestic violence victims as early as possible in multiple locations. We believe robust, wrap-around support services have the most impact on victims long-term, helping them to break the cycle of domestic violence for themselves and their families.

JOB SUMMARY:

Survivor Support Specialists provide crisis intervention, shelter intake, hotline assessment, and case management services, ensuring that survivors are in charge of their healing journey. This is a pilot program to establish flexibility in support services; data collected through this pilot program will be used to determine potential expansion of this role.

DUTIES/RESPONSIBILITIES:

- Maintaining client safety and confidentiality at all times
- Maintaining security of shelter at all times, including monitoring cameras and allowing appropriate access to authorized individuals
- Conducting hotline assessments and safety planning with callers/chatters in crisis
- Assisting in crisis intervention and managing crisis situations with callers and residents.
- Maintaining effective communication among all teams, including but not limited to direct service, administration, and off-site teams.
- Completing intakes upon client arrival to shelter; familiarizing residents with shelter policies and orienting them to shelter
- Assisting clients with safety planning and meeting their own needs, which may include setting appointments, providing material assistance, etc.
- Accurately completing required paperwork and data entry work in an organized and timely manner
- Ensuring proper documentation of all data collected and services provided in the HMIS-comparable database and client file within 72 hours of any interaction

- Communicating safety and maintenance concerns to appropriate staff in a timely manner
- Assisting Advocate Office Custodial Assistant with room turn-over when necessary, including minor physical labor such as making beds, taking out trash, sweeping, mopping, and sanitizing rooms
- Assisting clients with identifying strengths and goal-setting
- Providing appropriate referrals according to client needs in the moment, including to other DV service providers, social service organizations, medical/behavioral health organizations, transportation, housing, and material assistance
- Identifying trends in client needs and communicating these to leadership
- Educating clients about domestic violence, coping skills, and independent living skills as needs arise
- Meeting Missouri Coalition Against Domestic and Sexual Violence (MOCADSV) Service Standards at all times
- Transporting residents to outside agencies utilizing company van as needed
- Completing a minimum of 40 hours of training in the areas of domestic violence and confidentiality as well as relevant job-related training during the first year of employment and at least 6 hours of training per year thereafter; ongoing professional development is encouraged in order to maintain proficiency with current best professional practices
- Participate in rotation of representing Harmony House at our Continuum of Care's monthly case conferencing meetings
- Attending all mandatory staff meetings
- All other duties as assigned

REQUIRED SKILLS AND ABILITIES:

1. Ability to accurately type on a computer and navigate Microsoft programs
2. Ability to effectively communicate verbally and in writing with residents, staff, volunteers, visitors, and community partners
3. Ability to function in a fast-paced, high-traffic, crisis-prone setting
4. Ability to utilize a highly organized, detail-oriented, holistic approach to client care
5. Ability to maintain confidentiality of staff and resident information
6. Ability to maintain meticulous records for grant compliance purposes
7. Ability to use a copy machine to duplicate information for grant records and client files
8. Ability to multi-task, prioritize, and work independently as well as part of a team
9. Ability to maintain a positive attitude and flexibility
10. Ability to understand and exhibit cultural humility
11. Ability to meet the above job duties with reasonable accommodations

EDUCATION AND EXPERIENCE:

- Previous experience working with survivors of domestic violence or abuse preferred

SUPERVISORY RESPONSIBILITIES: None

PHYSICAL REQUIREMENTS:

- Performs bending, squatting, sorting, kneeling, and reaching to ground level and overhead as required for tasks such as retrieving files
- Ability to lift, grasp, carry, push, or pull up to 25 pounds
- Ability to climb stairs while carrying objects up to 10 pounds in weight
- Must be able to hold and grip objects
- May be subject to sitting for long periods of time
- Visual ability sufficient to operate a computer
- Hearing ability sufficient to communicate in person and by telephone
- Regularly required to sit, stand, and use hands/fingers/arms to perform repetitive movements
- Specific vision abilities include close vision, distance vision, color vision, hand-eye coordination, and ability to focus
- Must be able to consistently move safely inside and outside of the building
- Ability to communicate and exchange accurate information / ideas and respond quickly to sounds.

PERSONALITY CHARACTERISTICS [Becky, are we required to include this?]:

- **Conscientious:** Carefully and thoroughly does their job, being very particular. Does not neglect any aspect of their job or do things carelessly. Takes pride in work.
- **Initiative:** Self-motivated. Begins tasks without having to be told to do so. Anticipating the needs of the team.
- **Organized:** Arranges environment in a systematic manner to achieve objectives.
- **Stress Handler:** Able to handle mental tensions, pressures, urgencies, and important situations. Able to handle more than one important and urgent thing at a time.
- **Verbal/Nonverbal Communication:** Expresses self in a positive manner and interchanges thoughts, information, and feelings verbally. Is considerate, courteous, respectful, and well-mannered.
- **Agreeableness:** Has a great deal of interest in other people, feels empathy and concern for other people, enjoys helping and contributing to the happiness of other people, assists others who are in need of help.

OTHER:

1. MUST have a current / valid driver's license and current / valid motor vehicle liability insurance. Harmony House does NOT provide insurance coverage for the employee's liability while using personal autos on agency business.
2. MUST pass criminal background checks including fingerprints.
3. MUST pass a 5-panel drug test which includes marijuana.

ACKNOWLEDGEMENT:

I have read this job description (or had it read to me), and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as described. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of the department or organization, and, if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Printed Name: _____

_____ _____

Employee Signature **Date**