



# Domestic Violence Services Navigator Job Description July 2019

## sonoma county

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 40 plus years to empowering women and affirming the worth of all people, regardless of gender or race.

At the heart of the YWCA's programs are our domestic violence services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

<b>Position:</b>	Domestic Violence Services Navigator	<b>Wage:</b>	\$22.00 - \$24.00
<b>Department:</b>	Domestic Violence Services	<b>Pay Basis:</b>	Hourly
<b>Reports To:</b>	Domestic Violence Services Manager	<b>FLSA Status:</b>	Non-Exempt
<b>Hours/Week:</b>	40	<b>Benefits:</b>	1.0 FTE
<b>Employment Status:</b>	Full time		

### Position Summary

As the central point of contact for clients, and a liaison with on and off-site partners, the Domestic Violence Services Navigator plays a key role in the provision of services throughout the Family Justice Center Sonoma County (FJCSC). The Domestic Violence Services Navigator is responsible for client intake assessment, coordination of services and data administration at the FJCSC. This position facilitates a multi-disciplinary approach to case management and promotes inter-agency collaboration. The Domestic Violence Services Navigator oversees compliance reporting for the FJCSC, assists with training and orientation of volunteers and staff, performs community outreach and participates in program evaluation. The Domestic Violence Services Navigator must be available on a rotating on-call schedule, and be responsive to phone calls and immediate law enforcement advocate requests. The Domestic Violence Services Navigator reports to the YWCA Domestic Violence Services Manager.

### Essential Tasks

These are core functions of the job that, if removed, the job would simply not exist. Competent performance of all essential tasks is critical to the continued employment of the employee in this position.

### Intake Assessment

- Acts as first point of contact for victims of domestic violence, sexual assault and elder abuse when they arrive at the FJCSC. Conducts initial client assessment, reviews the full spectrum of services available and matches those needs with services available from on and off site partners. Builds rapport based on trust, ensuring the highest levels of confidentiality.
- After initial crisis intervention and/or referral to client advocates, oversees victims' access to additional services as needed, addressing both their short or long-term needs. Oversees the smooth transition of service delivery acting as liaison between the many on and off-site partners.
- Serves as a central point of contact for client information related to services provided through the FJCSC. Conducts follow-up to clients who have accessed services.

### Collaboration

- Acts as key representative with on and off site partners, public and private service providers and other YWCA divisions ensuring the delivery of quality program services in accordance with the policies and procedures of the FJCSC and the YWCA Sonoma County.
- Collaborates, coordinates and attends multi-disciplinary meetings with on and off-site partners and community agencies to ensure the flow of information and delivery of services. Assists outside agencies in implementing procedures to coordinate services with the FJCSC.
- Facilitates regular case management meetings with FJCSC Advocate team. Provides support and training to FJCSC Advocate staff.

- Works with the YWCA Volunteer Coordinator and other partner agencies to provide supervision, support and training to FJCSC volunteers. Tracks and evaluates quality of FJCSC volunteers.
- Conducts FJCSC trainings as needed to support coordination of services throughout the FJCSC.
- Performs back-up duties for FJCSC Advocate staff as needed.

### **Community Outreach**

- Promotes FJCSC services and networks with other agencies in the community. Conducts presentations as an ambassador of the FJCSC at local and regional meetings and events.

### **Compliance and Reporting**

- Oversees the effective integration and maintenance of Efforts to Outcomes (ETO) information gathering and reporting throughout the FJCSC. Works with FJCSC leadership to determine necessary data to measure, and methods for review, analysis and reporting. Continually upgrades FJCSC data capacity through education and collaborative analysis; achieves the ETO Administrative certification.
- Designs reports or determines standard ETO reports necessary to meet compliance requirements. Responsible for ETO staff training and user manual, account maintenance and integration. Performs periodic audits to ensure quality and timeliness of data. Collaborates with on and off-site partners to facilitate data analysis and presentation that will serve to strengthen and build partnerships.
- Responsible for oversight of case/file management and documentation to ensure clear, unbiased and current information is gathered and maintained on behalf of client assessments in compliance with confidentiality policies, safety planning and instruction. Holds responsibility for all records, reports and files to ensure an above average audit by any and all auditing agencies.

### **Other Duties**

- Performs other duties as assigned

### **Organizational Culture**

A commitment to the FJCSC and YWCA mission. Familiarity or experience with issues that impact the lives of people supported by the two agencies. Sensitive to issues of confidentiality and diversity.

### **Key Behavioral Traits**

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.
- **Teamwork:** Ability to work effectively within a multi-disciplinary environment promoting collaboration and support of community partners, staff and volunteers with non-judgmental and supportive communications. Able to maintain a professional attitude and calm demeanor in stressful situations and to maintain clear boundaries with staff, volunteers and clients.

### **Prerequisite Qualifications**

The candidate must meet the following criteria in order to be considered for employment in this position:

- Bachelor's degree (with an emphasis in counseling or social work) and related work experience preferred. High school diploma or equivalent required.
- Minimum two years' experience coordinating education or community outreach programs in a social service setting preferred.
- Experience with crisis intervention and law enforcement collaborations preferred.
- Familiarity with the criminal justice process and social service programs operating within Sonoma County.
- Minimum of two years of database experience including data review, working with databases and report writing preferred.
- Good to excellent oral, written and interpersonal communication skills, including ability to relate to diverse clientele via telephone and in person.
- Ability to pass agency and requisite law enforcement criminal background checks

- Prior to employment, obtain fingerprint clearance and pass TB testing
- Prior to employment, must pass pre-employment physical and drug test
- Valid California driver's license, current auto insurance, ability to transport self to job-related events and education locations.
- Willingness to be "on-call", work weekends, nights, and/or holidays.

**Knowledge & Skills:**

The successful candidate possesses the ability to consistently demonstrate the following characteristics in these key areas:

- Knowledge of or ability to acquire knowledge of basic principles of public safety for domestic violence
- Knowledge of or ability to acquire knowledge of the legal system as it applies to Protection Orders (Emergency Protective and Criminal Protection) and Temporary and Permanent Restraining Orders and enforcement.
- Ability to handle crisis situations, be flexible and remain calm in emotionally challenging situations. Ability to work with individuals from all diverse populations who are in crisis.
- Standard English usage, spelling, grammar and punctuation
- Basic arithmetic computation and computer skills
- Universal Precautions and other safe work practices

**Post-Hire Requirements**

- Successful completion of the YWCA Sonoma County Domestic Violence Training Program. Course requires 40-hours of instruction. Candidates are required to take the first available class and will be scheduled by their supervisor. Exceptions to the 'first available class' are available upon supervisor approval, however the next available class must be attended and successfully completed to continue the employment relationship.

**Supplemental Qualifications**

The candidate who possesses the following skill(s) is preferred over an otherwise equally-qualified candidate:

- Proficiency in another language other than English, specifically, Spanish or other locally significant languages
- Bachelor's Degree in a related field.
- Experience as group facilitator, crisis intervention and/or social work.

**Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Candidate must be able to lift up to 35 pounds
- Movement within office environment including up and down three flights of stairs
- Ability to write by hand and use keyboard to perform general office functions
- Ability to communicate by speech and hearing continuously  
Visual acuity (close, distant, peripheral vision and the ability to adjust focus and view accurate color perception)  
Ability to work effectively within a multi-disciplinary environment promoting collaboration and support of community partners, staff and volunteers with non-judgmental and supportive communications.
- needed for detail work, computer use, reading and to potentially supervise children in a variety of activities
- Ability to sit and stand for extended periods of time
- Ability to walk, run, move, squat, stoop, bend, twist, turn, push, pull and reach in interactions with children

**Acknowledgment:**

This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. The Employee may be required to follow any other job-related instructions and to perform any other job-related duties requested.

This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Signature Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature Manager \_\_\_\_\_ Date \_\_\_\_\_