



POSITION ANNOUNCEMENT

LGBTQ Victim Advocate Services Specialist

April 30, 2018

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking a LGBTQ Services Specialist/Victim Advocate to provide comprehensive services to LGBTQ victims of violent and/or intrusive crimes and their families.

Responsibilities:

1. Reduces stress and trauma for victims by providing crisis intervention and advocacy services, coordinating cases with law enforcement and the court system, referring clients to community resources, providing crisis line services, providing support group services and accompanying clients to medical, legal or judicial procedures.
2. Documents services by writing progress reports and completing other documentation as required by agency, accreditation and ethical standards.
3. Implement best practices and policies for serving LGBTQ clients, as specified in NCCADV's "Toolkit for Serving LGBTQ Survivors of DV". Research, develop and update materials and systems to ensure that LGBTQ clients receive culturally competent and legally compliant response, referrals and information.
4. Assist in the coordination and presentation of educational programs to LGBTQ youth and adults.
5. Conduct outreach to LGBTQ communities to increase awareness about services and volunteer opportunities and conduct community listening sessions with LGBTQ communities to learn about unique service needs.
6. Foster relationships with agencies, organizations, faith communities, and businesses serving LGBTQ individuals.
7. Represent the agency on community task forces and events targeting LGBTQ communities.
8. Conduct trainings (in collaboration with NCCADV) to increase the capacity of other domestic violence service providers in the region to respond to LGBTQ clients and respond to technical assistance requests pertaining to serving LGBTQ survivors from other DVSPs and allied professionals in the region.
9. Work with the Victim Services Volunteer Coordinator to recruit and train volunteers and interns to provide services to LGBTQ survivors.
10. Must be available for rotating on call for victim response and after-hours events. Coordinate the 24-hour response for LGBTQ survivors of domestic violence or sexual assault; ensure services for both primary and secondary LGBTQ survivors.
11. Maintains harmonious working environment by participation in team and staff meetings, consulting with staff regarding topic areas, respecting cultural and lifestyle differences and by providing support and encouragement to other staff members.
12. Assists agency in overall service delivery by performing other administrative duties as delegated or required.

Qualifications:

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
4. Conviction about the capacity of people to grow and change.
5. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
6. Valid driver's license, clean driving record and the ability to operate a motor vehicle.
7. Ability to sit, stand, walk, lift light objects as needed, move about the office or otherwise perform the physical tasks required to perform the duties listed above.

8. Experience developing and maintaining collaborative relationships with community agencies.
9. Experience working within LGBTQ communities and experience providing assistance to survivors of domestic violence and/or sexual assault.
10. Bachelor's degree or equivalent experience in human services or related field.
11. Bilingual in English and Spanish preferred.

Send resume and letter to:

Human Resources
Family Service of the Piedmont
902 Bonner Drive
Jamestown, NC 27282

FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER