

## The Family Violence Prevention Center, dba., InterAct

<b>Job Title:</b>	<b>Case Manager -Court Navigator Program</b>	<b>Job Category:</b>	Full- Time, Exempt
<b>Department/Group:</b>	Planning and Strategic Initiatives	<b>Reports To:</b>	Director of Planning and Strategic Initiatives
<b>Nights/Weekends Required:</b>	Yes	<b>On-Call Required:</b>	Yes
<b>Lifting Required:</b>	Yes- Up to 20 lbs.	<b>Driving Required:</b>	Yes

### Job Description

#### Job Purpose:

Each member of InterAct's staff fulfills an important role in furthering InterAct's mission of providing safety, support, and awareness to victims and survivors of domestic and/or sexual violence and the entire community, as well as saving lives, rebuilding lives, and securing safer futures. This position is part of the Planning and Strategic Initiatives staff, which provides advocacy and support services to adult victims and survivors of domestic violence and/or sexual assault with special emphasis on battered women or men seeking relief through criminal and civil courts. This position will oversee all aspects of the Court Navigator Program including recruiting, training, and coordinating all Court Navigator volunteers. As a member of InterAct's Planning and Strategic Initiatives team, the Case Manager – Court Navigator Program must be an exceptional advocate, must share InterAct's commitment to putting clients' needs first, and must perform their work in a manner that consistently upholds our common values.

#### Duties include but are not limited to:

- Oversee all aspects of the Court Navigator Program.
- Oversee court navigator volunteer recruitment efforts.
- Conduct pre-training interviews/screenings with all volunteers, including college interns as needed.
- Coordinate and facilitate the volunteer training process, including scheduling and facilitating make-up sessions.
- Provide supervision to all Court Navigator volunteers.
- Attend court proceedings to provide advocacy to clients seeking relief in district criminal and civil court.
- Assist clients with the preparation of Domestic Violence Protective Orders as needed.
- Provide crisis counseling to victims of domestic violence and sexual assault both onsite and at the courthouse
- Provides support to victims of domestic violence and sexual assault onsite, in criminal and civil court as needed; assessing clients' needs in order to provide resources, referrals and counseling.
- Instruct and guide victims of domestic violence through criminal and civil court and procedures.
- Assess client's needs, in order to make referrals, provide resources, and advocacy as needed.
- Assist with Electronic Filing of Protective Orders (eFiling) as needed.
- Act as a liaison between court personnel, law enforcement, and the client.
- Participate in the Domestic Violence Task Force meetings.
- Responsible for after hours on-call and hospital advocacy.
- Facilitate volunteer training sessions as needed.
- Responsible for ensuring all client paperwork is completed and filed and enter client data.
- Provide Director of Planning and Strategic Initiatives with monthly report.
- Participate in staff meetings, staff retreats, in-service training, volunteer training, and regular supervision with the Director of Planning and Strategic Initiatives.

#### Skills/Qualifications:

- Able to multi-task and prioritize duties.
- Able to be empathetic and non-judgmental.
- Able to handle crisis situations while remaining calm and diplomatic.
- Must demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Ability to develop and maintain supervisory relationships with volunteers.

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- Able to work as part of a team as well as able to handle crisis individually with quality decision making skills.
  - Able to work independently providing services in the courthouse.
  - Able to work within a complex, fast paced and rapidly changing work environment.
  - Able to effectively problem solve and achieve conflict resolution.
- Able to work effectively with a wide variety of individuals.
- Must have a mature and professional attitude combined with a compassionate nature.
  - Basic computer skills are required.
  - Ability to drive on behalf of the agency is required. Candidate must have reliable transportation and a clear driving record.
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- **Minimum requirements:** B.A. in Social Work, Psychology, Education, or related Human Service or criminal justice related field. Bachelor's degree required, Master's degree preferred or equivalent experience. Experience in crisis intervention setting, preferably with victims of domestic violence and/or sexual assault. Experience in supervision and program management. Additional consideration will be given to those who are bilingual or who possess related advanced degrees. Candidate is required to complete a background check including the North Carolina Department of Motor Vehicles that is satisfactory to InterAct's standards.



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