



The Family Violence Prevention Center, Inc. / dba InterAct

Job Title:	Counselor/Case Manager	Job Category:	Full- Time, Exempt
Department/Group:	Personal and Economic Empowerment Program	Reports To:	Director of Personal and Economic Empowerment Program
Nights/Weekends Required:	Yes	On-Call Required:	Yes
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes

Job Description

Job Purpose:

The purpose of this position is to provide direct service(s) to victims of domestic violence, sexual assault, dating violence and stalking at four outreach sites. Outreach sites include: Wake County Human Service’s Northern Regional Center, Southern Regional Center and Eastern Regional Center and other partners’ sites as designated. The position of Counselor/Case Manager is part of the Personal and Economic Empowerment (PEEP) program which provides case management, advocacy and support services to adult victims and survivors of domestic violence and/or sexual assault. As a member of InterAct’s PEEP Team, the case manager 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. 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, re-building lives, and securing safer futures.

Duties include but are not limited to:

- Provide outreach services to Wake County Human Service’s Northern Regional Center, Southern Regional Center and Eastern Regional Center and other partners’ sites as designated.
- Responsible for providing ongoing support to domestic violence and sexual assault clients including follow-up calls, case management, hospital calls, in-office advocacy (Walk-ins), crisis line advocacy and civil and criminal court advocacy.
- Collaborate and consult with community professionals with the goal of providing support and services.
- Collaborate and consult with InterAct staff at the main office to ensure victims have on-going support and services
- Provide ongoing case management to domestic violence and sexual assault survivors.
- Develop, update and maintain a list of appropriate counseling and court related materials and community resources.
- Provide support to domestic violence, sexual assault, dating violence and stalking victims in person and on crisis lines with legal clinics, referrals and legal resources and domestic violence and sexual assault counseling.
- Assist in preparing Domestic Violence Protection Orders, 50-C orders, safety plans and referrals to Legal Aid at the outreach sites and on crisis lines.
- Complete all required paperwork on time and a manner consistent with the policies of the agency.
- Provides accurate resources and referral information to clients.
- Responsible for ensuring all client paperwork is completed and filed and enter client data in EmpowerDB Database Program.
- Participate in after-hours on-call and hospital advocacy.
- Facilitate volunteer training as needed.
- Responsible for group facilitation as needed
- Participate in DV Task Force Meetings.
- Participate in bi-weekly staff meetings, weekly team meeting, staff retreats, in-service training, volunteer training and supervision with direct supervisor.
- Attend and participate in community partners meeting (in-person and/or virtually).
- Conduct presentations and trainings for community partners as requested.
- Perform other duties as assigned.

Skills/Qualifications:

- Able to multi-task and prioritize duties.



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- Able to be empathetic and non judgmental.
- Able to handle crisis situations while remaining calm and diplomatic.
- 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 in a variety of outreach positions.
- 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 be reliable and have a mature and professional attitude combined with a compassionate nature.
- Basic computer skills are required.
- Reliable transportation is required.
- Must have and maintain a clean driving record.

***** Due to many access sites being limited to in-person outreach at this time due to COVID-19, this position will function as a remote support for outreach sites and a remote support for InterAct's crisis lines. As we operate remotely, the outreach position should anticipate providing 12-20 hours of crisis line support each week as determined needs and current caseload. *****

Minimum requirements: Bachelor's Degree in social work, psychology, education, legal or other human services related field preferred. Experience in crisis intervention setting, preferable with victims of domestic violence and/or sexual assault. Fluency in Spanish (both reading and writing) is a plus. A background check satisfactory to InterAct's standards, including the North Carolina Department of Motor Vehicles and criminal background check, is required before employment.

Employee Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated By:	Sheryl Cromedy	Date:	07/31/2020