



The Family Violence Prevention Center, Inc. / dba InterAct

Job Title:	Child Welfare Domestic Violence Counselor/Case Manager	Job Category:	Full- Time, Non-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
HR Contact:	Glenda Adams-Hardy, Director of Human Resources, hr@interactofwake.org (919) 909-0487		

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 – and saving lives, re-building lives, and securing safer futures. As a member of InterAct’s Crisis Intervention Team, the Crisis Counselor/Case Manager must be an exceptional advocate, and must share InterAct’s commitment to putting clients’ needs first, and to performing our work in a manner that consistently upholds our common values.

This position is part of the Personal and Economic Empowerment staff which provides direct services and support to victims of domestic violence with special emphasis with victims of domestic violence who have an open case with the Wake County Human Services Child Welfare divisions. This position will split time between the InterAct office and the Wake County Department of Human Services. The Child Welfare Counselor/Case Manager will be a liaison between the Wake County Human Services Child Welfare and InterAct staff.

Duties include but are not limited to:

- Provides crisis counseling to victims of domestic violence who have an open case with the Wake County Human Services Child Welfare Division.
- Provide onsite consultation and training to child welfare workers.
- Assist to create protocol and best practice standards when working with victims of domestic violence and their children.
- Completes Domestic Violence assessments with clients who are working with child welfare.
- Provides staffing on crisis lines/walk-ins as scheduled.
- Provides support to Child Welfare staff who are working with victims of domestic violence.
- Attend staff meetings at Wake County Human Services and at InterAct.
- Provides hospital/court advocacy.
- Consultation with Community Professionals.
- Provides Director with monthly report.
- Enter data and information into EmpowerDB program.
- Complete all required paperwork.
- Provides accurate resources and referral information to clients.
- Participates in monthly staff meetings, weekly team meetings, staff retreats, in-service training and volunteer training.
- Facilitate volunteer training as needed.
- Participates in monthly supervision with Director.

Skills/Qualifications:

- Strong knowledge of and understanding of services available to clients in the community.
- Ability to network well with community professionals.
- Able to multi-task and prioritize duties.
- Able to be empathic 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 within a complex, fast paced and rapidly changing work environment.



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- Able to effectively problem solve and achieve conflict resolution.
- Able to work effectively with a wide variety of individuals.
- Has 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.

***** 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, this 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, or related Human Services or Criminal Justice field preferred. Bachelor’s degree required. Master’s degree preferred or equivalent experience. Previous experience with victims of domestic violence and/or sexual assault preferred. 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:	04/22/2021