



The Family Violence Prevention Center, Inc. / dba InterAct

Job Title:	Outreach Counselor/Work First Outreach Counselor	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
HR Contact:	Glenda Adams-Hardy 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 Personal and Economic Empowerment Program, the Outreach Counselor/Work First Outreach Counselor 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.

The purpose of this position is to provide direct service and crisis intervention to victims and survivors of domestic and sexual violence. The Work First Outreach Counselor provides services to Work First recipients through Wake County Human Services Work First unit. This position will split time between the InterAct and Wake County Human Services. The Work First Outreach Counselor will be a liaison between Wake County Human Services and InterAct staff.

Duties include but are not limited to:

- Provides crisis counseling to Work First recipients identified as domestic and sexual violence victims and/or survivors.
- Completes Domestic Violence assessments with Work First recipients including the Lethality Assessments and Danger Assessments.
- Provides staffing on crisis lines/walk-ins as scheduled.
- Responsible for after-hour on-call and hospital advocacy.
- Provides court advocacy.
- Facilitates support groups for battered women and/or sexual assault survivors at InterAct, Wake County Human Services as well as other offsite locations.
- Provides consultation and training to Wake County Human Services staff and other community professionals.
- Provides monthly reports to Director of Personal and Economic Empowerment Program.
- Enters data and information into EmpowerDB program.
- Completes 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
- Facilitates volunteer training as needed.
- Participates in monthly supervision with Director of Personal and Economic Empowerment Program.

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.
- 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.



The Family Violence Prevention Center, Inc. / dba InterAct

- Basic computer skills are required.
- Ability to drive on behalf of the agency is required. Must have reliable transportation and a clear driving record.

***** This position will function as a remote support for the Work First Unit at Wake County Human Services 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 which is based on coverage needed. *****

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:	10/14/2021