

**Family Crisis Center of the Big Bend, Inc.
Victim Adv./Comm. Ed./Outreach Spec. - Presidio**

The Crisis Advocate Specialist reports directly to the Executive Director. The purpose of this position is to provide crisis intervention and advocacy services to survivors of family violence and sexual assault. This is a full-time, 40 hour/week position.

Responsibilities as Victim Advocate/Community Education/Outreach Specialist

1. Respond to unscheduled client contacts during office hours, as well as after-hours telephone requests for assistance and in-person visits to the police station and hospital. Provide Crisis Intervention for victims of domestic violence, including, but not limited to: advocacy, safety, shelter, food, clothing, transportation, emergency medical/legal assistance, and safety planning.
2. Provide direct services to clients, including, but not limited to: Peer Support services, Safety Planning, assistance with Victim Impact Statements, Crime Victims Compensation, and VINE, information and referral to community resources, Law Enforcement/Criminal Justice/Medical Accompaniment, legal assistance, shelter services, and provide follow-up with client as appropriate.
3. Rotate on-call duties after hours, weekends, and holidays one or more weeks per month to provide crisis intervention for victims. Respond to Hotline calls and unscheduled situations during office hours, as well as after-hours telephone requests for assistance and/or accompaniment to the police station and/or hospital.
4. Monitor counseling schedule and appointments.
5. Maintain client records, complete management reports related to client statistics and grant requirements.
6. Schedule and provide Outreach/Community-based Education programs to businesses, community/civic groups, faith-based groups, law enforcement, volunteers, and students as appropriate.
7. Provide for the maintenance of the Presidio office facility; regularly inventory supplies and submit supply requests to Administrative Office in a timely manner.

Program Responsibilities:

1. Attend bi-monthly staff meetings and professional trainings as required, including out-of-town and overnight travel.
2. Have a vehicle suitable for transporting clients and a valid driver's license; fulfill all requirements mandated by Texas to operate a vehicle.
3. Have a home phone.
4. Submit documentation of time, travel, and services
5. Observe FCCBB Confidentiality Policy.
6. Perform any and all duties as required by the Program and Executive Director.

Qualifications:

1. Minimum of a Bachelor's degree or equivalent experience and a desire to help victims.
2. Home management, parenting, and family interactive skills, experience with domestic violence and sexual assault dynamics is a plus.
3. A strong sense of teamwork and cooperation, as well as the ability to work independently.
4. Excellent written and oral communication skills; excellent computer skills.
5. Highly organized, a mature attitude and a professional work demeanor. Must be able to handle stressful situations.
6. Bilingual (English/Spanish) preferred.
7. Ability to walk, bend, stoop, twist at waist, reach, climb stairs, lift, and carry at least 30 lbs.

This job description is not intended to be all-inclusive. FCCBB reserves the right to revise job duties as needed. This job description does not constitute a written or implied contract of employment. Due to the nature of our business, it is probable there will be times employees will be expected to work some evenings, nights, and/or weekends.