

Family Crisis Center of the Big Bend, Inc. Crisis Services Specialist - Terlingua

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 in South Brewster County. This is a full-time, 40 hour/week position.

Responsibilities as Crisis Services Specialist – Terlingua:

1. Provide direct services for victim via telephone and face-to-face contact with clients, including, but not limited to: client intake, safety planning, information and referral to community resources, advocacy, crisis intervention, assistance with Crime Victim's Compensation, VINE, and Victim Impact Statements, accompany victims in immediate need of safety, shelter, food, clothing, emergency medical/legal attention, and transport clients as needed.
2. 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.
3. Maintain client records, complete management reports related to client statistics and grant requirements.
4. Prepare written monthly reports to Executive Director regarding activities.
5. Monitor client counseling schedule and appointments. Schedule and facilitate weekly Support Group as needed.
6. Provide educational presentations to increase community awareness about the dynamics of domestic violence and FCCBB services.
7. Supervise and recruit volunteers to meet Terlingua program needs. Submit Volunteer paperwork to Volunteer Coordinator monthly.
8. Provide for the maintenance of the Terlingua facility and ensure that the facility and grounds are kept clean and orderly.

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.