

The Sexual Assault Center of Northwest Georgia, Inc.

Job Title: Victim Services Coordinator

Service Location: Floyd, Bartow, Chattooga, Polk, and Gordon counties

Position Type: Full-time

### About SACNWGA

The Sexual Assault Center of Northwest Georgia, Inc. is a 501(c)3 non-profit organization dedicated to providing support, advocacy, and resources for survivors of sexual assault. Our mission is to provide compassionate and confidential care, support, and advocacy to survivors of sexual assault, while promoting awareness and prevention in the communities we serve. We aim to create a safe and empowering space for survivors, and their support people, ensuring they receive the assistance and support needed to navigate options and respond to trauma.

### Job Summary:

The Victim Services Coordinator (VSC) plays a pivotal role in our organization, overseeing all direct victim services, including managing the victim advocacy program and overseeing programmatic structure and processes that impact the client's experience including forensic medical and counseling services. The position reports directly to the Executive Director (ED). The VSC coordinates programming with the feedback of the SANE Coordinator and Lead Therapist. This position is responsible for the coordination and management of various advocacy and support services for survivors. The VSC provides vital interagency collaboration (MDT/SART/CAP), fostering positive relationships with other agencies who respond to outcries of abuse. VSC provides insight and perspective to the ED (through weekly meetings) related to present or future challenges and needs. The VSC ensures comprehensive victim-centered services are available to survivors and their support people. The VSC ensures that services are documented and recorded properly to provide accurate and timely statistics. The VSC monitors and ensures the productivity, efficacy, and positive impact of direct victim advocacy services.

### Responsibilities:

**Advocacy Program Management:** Coordinate and manage victim advocacy services provided by full-time and contracted advocacy staff. Provide guidance, support, and ongoing training to team members. Always seek to ensure that comprehensive, professional, and compassionate victim advocacy services are available. Lead and coordinate advocacy efforts for survivors within the legal, criminal justice, and healthcare systems, ensuring the efficacy of vital advocacy services. The advocacy program is multi-faceted and has various programs and services.

**Crisis Intervention Management:** Respond promptly and empathetically to crisis situations, offering immediate support to survivors of sexual assault. Respond promptly to staff and team inquiries or needs regarding services. Oversee on-call schedule coordination and advocacy coverage.

**Case Management:** Provide direction and oversight for comprehensive case management services, ensuring survivors have access to necessary resources, counseling, and other advocacy services.

Support Groups + Wellness: Organize and oversee support groups for survivors, creating a safe space for them to share experiences and connect with others. Identify wellness programs/opportunities for clients.

Education and Outreach: Assist with community outreach and education programs to raise awareness about sexual assault and promote intervention and response strategies.

Collaboration and Interagency Partnership: Foster collaborations with law enforcement, healthcare professionals, and community organizations to enhance the overall support network for survivors. Consistent attendance and participation will be required but not limited to the following: multi-disciplinary team (MDT), child abuse protocol (CAP), and sexual assault response team protocol (SART).

Documentation and Standards Compliance: Accurate and confidential record-keeping of services provided by the victim advocacy team. Ensures compliance with organizational and legal standards set by funding entities and agencies.

Training: Provide training to staff, volunteers, and community partners on victim services, trauma-informed care, and cultural competence. Maintain on-going professional development by completing a minimum of ten training hours annually.

Other duties may be assigned based on the needs of the organization.

#### Requirements:

- Must practice active listening and open communication.
- Must be a critical thinker and creative solution finder.
- Must have reliable transportation to commute amongst different locations and centers.
- Must cover a minimum of five 24-hour on-call advocacy shifts per month.
- Must speak English fluently.
- Must be a team player, maintaining a positive attitude, empathy, and compassion.
- Must be able to adapt and be flexible in varying situations and dynamics.

#### Qualifications:

- Bachelor's degree in social work, human services, psychology, or a related field.
- Proven experience in a leadership role, preferably overseeing direct/victim advocacy services.
- Strong understanding of trauma-informed care and victim advocacy.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Sensitivity and ability to serve diverse cultural backgrounds and experiences.
- Knowledge of legal and medical processes related to sexual assault cases.
- Bilingual Spanish-speaking candidates are encouraged to apply.

#### Benefits:

Competitive salary

Professional development opportunities

Supportive and collaborative work environment

Paid time off

How to Apply:

Interested candidates should submit their resume, cover letter, and references to [kking@sacnwga.org](mailto:kking@sacnwga.org).

Applications will be accepted until 01/31/2024. The Sexual Assault Center of Northwest Georgia, Inc. is an equal opportunity employer.