Lassen Family Services, Inc. Date Last Revised: 2/23

**Rape Crisis Coordinator**

**Job Description:** Under the general supervision of the Direct Services Supervisor, supervises the services, operations, and functions of Lassen Family Services’ Rape Crisis (RC) Program, provides crisis intervention, sexual assault education, counseling, resource, referral, accompaniment, medical, court, and law enforcement advocacy and accompaniment, and other follow up support services to victims of sexual assault in a Trauma-Informed care and advocacy-based counseling model. Documentation of services will include developing safety and case plans, completing progress notes, compiling data and information for reporting purposes, completing grant reports. Assists with Crisis Line and provides monthly support to “back-up” services.

**Reports to:** Direct Services Program Supervisor, Executive Director

**Job Classification:** Non-exempt, not a supervisory position

**Essential Duties and Responsibilities May Include:**

* Assists in designing and coordinating programs relevant to the needs of the targeted service area including outreach and program educational materials.
* Assists in ensuring that grant objectives and work plans are accomplished.
* Plans, develops, and coordinates the functions, operations, and services of the RC Program.
* Evaluates services and provides recommendations to the Direct Services Program Supervisor/Executive Director.
* Trains Crisis Intervention Peer Counselors on RC policies, procedures, and guidelines.
* Ensures proper maintenance of facilities and equipment.
* Maintains records and prepares reports.
* Evaluates program outcomes and statistics to assure compliance with program funding.
* Responsible for participant file review to ensure appropriate documentation, confidentiality, and compliance.
* Compiles, copies, sorts, and files records of office activities.
* Assists in the development of program budget and goals.
* Assists in coordinating RC direct services and activities and encourages joint problem solving.
* Assists with the recruitment, training, and retention of volunteers who work as advocates for victims.
* Ensures casework records are kept to the required standard in compliance with grant goals and objectives and Lassen Family Services, Inc.’s policies and procedures.
* Gather, organize, and present a variety of data and information related to victims of sexual assault and/or child abuse/neglect.
* Conducts administrative and statistical analysis and studies to evaluate effectiveness, define problem areas, set standards according to grant guidelines, and develop recommendations for solutions.
* Assists with the development and implementation of policies and procedures related to service delivery for victims.
* Compiles statistical information and completes reports for grant compliance.
* Provides direct services to victims including the assessment of needs through individual counseling, crisis intervention, and development of case management plans that address immediate and long-term needs, accompaniment and referrals to community agencies and resources.
* Provides public education on issues related to sexual assault and the services offered at Lassen Family Services.
* Attends conferences and workshops related to sexual assault, networks with other service providers, and maintains positive relationships with community agencies.
* Attends and participates in staff meetings.
* Be positive, proactive, and motivated.
* Performs other duties as assigned.

**Skills and Abilities:**

* Ability to communicate clearly and effectively orally and in writing.
* Ability to work within the confines of confidentiality and ensures that professional boundaries are maintained.
* Ability to maintain accurate written records.
* Ability to work as a team member.
* Ability to identify problem areas within the scope of the position, find solutions, and follow-up to ensure completion.
* Ability to manage time and establish priorities within a fast-paced environment to meet deadlines.
* Ability to work in accordance with and promote Lassen Family Services, Inc.’s policies, procedures, and missions.
* Ability to relate in a positive manner with a variety of individuals to ensure that Lassen Families Services, Inc.’s policies and procedures are understood and implemented.
* Ability to be flexible, cooperative, and dependable.

**Knowledge of:**

* Service assessment methods and techniques.
* Grant compliance procedures and reports.
* Individual and group counseling principles, methods, and techniques.
* Community organizations that provide social services and support.
* Cultural Awareness and application.
* Leadership, teamwork, and application.
* Office equipment including faxes, copiers, computers, printers, cell phone, etc.
* Windows based office technologies including Word, Excel, PowerPoint, and Adobe.

**Training/Experience/Education:** Any combination of training, experience, and education which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be completion of Lassen Family Services’, Inc’s. Crisis Intervention Peer Counselor training. Education and/or experience in statistical data tracking and reporting. At least two years’ experience in providing client counseling services or similar related field. Possession of a Associates degree in psychology, sociology, counseling or other subjects closely related to providing counseling and support for victims of domestic/sexual violence is preferred, but not required.

**Typical Physical Requirements:** (*Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements):*

Sits for extended periods; frequently stands, walks, stoops, kneels, and crouches to pick-up and/or move objects, and lift and/or move objects weighting up to 25 pounds.

**Typical Working Conditions:** Work is performed in a variety of environments including Lassen Family Services sites, and other community organizations; requires frequent driving to different locations and sites throughout the service area; frequent contact and communication with other staff, the public, clients, and representatives of other agencies; work hours may be variable and outside the normal 8 am to 5 pm workday to meet the requirements of the position; incumbents are expected to be available on stand-by for crisis intervention responses at any time during specifically assigned time periods.

**Special Requirements:**

* Possession of a valid California Driver’s License and insurance with acceptable DMV Record.
* Acceptable State and FBI criminal background check.
* Acceptable drug screen.
* Possession of, or ability to obtain, CPR certification.
* Successful completion of Crisis Intervention Peer Counselor training within 6 months from the date of hire.

Approved: