

Job Title: Crisis Counselor
Department: Lenawee County Child Advocacy Center
Reports To: LCCAC Program Director
FLSA Status: Exempt
Approved By: Sue Lewis
Approved Date: September 11, 2019



Summary

This person is responsible for support and follow-up to children and non-offending caregivers seen at the CACs from their initial contact until conclusion of the case. This person will participate in pre and post forensic interview MDT meeting and provide crisis counseling to the family during the interview. They will make scheduled follow-up calls and outside referrals and connect families with services. Additionally, they will develop a knowledge of community resources and maintain relationships with service providers. This position may include responding as an advocate to the local hospital as a support for children receiving a Sexual Assault Examination.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Crisis Assessment and intervention, risk assessment and safety planning at all stages of CAC involvement.
- Assessment of individual needs and cultural considerations for the child and family.
- Presence at the CAC during the forensic interview in order to share information, inform and support the family about the multidisciplinary response and assess the needs of the child and non-offending caregiver.
- Provision of education and access to victims' rights and crime victim's compensation.
- Assistance in procuring concrete services (housing, protective orders, food, transportation, etc.)
- Provision of referral to specialized trauma focused, evidence- supported mental health and medical treatment if not provided by the CAC.
- Assist families in procuring transportation to interviews, court, treatment and other case-related meetings.
- Engagement in child and family response regarding participation in investigation and/or prosecution.
- Provision of updates to the family on case status continuances, dispositions, sentencing, and inmate status notification.
- Provision of court education, courtroom tours, support and accompaniment.
- Coordinated case management meeting with all individuals providing victim advocacy services.
- Work closely with the Victim Rights Unit in the Prosecutors Office.
- Provide information regarding dynamics of abuse and the multidisciplinary response.
- Follow-up contacts with families. A regular schedule of follow-up phone contact with clients at 2 weeks, 3 months and 6 months is in place and followed on each case.
- Create and maintain forms, brochures, and referral resources for child and family.
- Develop in depth knowledge of area services.
- Maintain up to date list of services for children and non-offending caregivers.
- Maintain relationships with other agencies and providers to ensure CAC's knowledge of available services.
- Provide on-call support to children presenting at the local hospital for Sexual Assault Examinations.

General Responsibilities

- Provide culturally appropriate and culturally sensitive services.
- Attend and participate in monthly case review meetings as part of the MDT.
- Participate in ongoing professional development through attendance at outside trainings, agency

in-services and trainings as well as online trainings.

- Attend all required CCJLHC and JCCAC staff meetings.
- Comply with all agency policies and procedures.
- Present a professional image and maintain professional behavior and boundaries at all times.
- Demonstrate an attitude of respect towards all people, both in the office, and when interacting as a representative of the agency within the community.
- Uphold all ethical and legal standards regarding client confidentiality.
- Adhere to the Diocese of Lansing's Code of Ethics and also code of ethics as directed by licensure.
- Comply with all agency and program policies and procedures.
- Commit to the philosophy of continuous improvement.
- Perform duties in keeping with Catholic social teachings.
- Perform other duties as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies - To perform the job successfully, an individual should demonstrate the following competencies.

- Problem Solving - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Maintains confidentiality; Keeps emotions under control.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Qualifications - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Required: Bachelor's degree in Social Work, Psychology, Counseling, Criminal Justice or related field with experience in the area of child abuse, crisis intervention, child development and /or criminal justice system.

Preferred: Master's degree in Social Work, Psychology, Counseling, Criminal Justice or related field with two years experience in the area of child abuse, crisis intervention, child development and/or criminal justice system. Experience working with diverse populations.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have excellent computer skills in a Microsoft Windows environment; must include Word and skills in using the internet along with the ability to learn new programs.

Other Skills and Abilities

- Demonstrated ability to communicate in both oral and written forms.
- Familiarity with a Forensic Interview Protocol.
- Demonstrated ability to effectively function in a MDT.
- Demonstrated ability to utilize appropriate office technology.
- Demonstrated ability to relate to children and adults of all ages, races and socio-economic backgrounds.

Other Qualifications

Must be willing and able to work irregular hours if needed. Must possess a valid Michigan Driver's License and provide a private vehicle to utilize on Agency business. Must successfully pass a criminal background check.

Physical Demands - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to reach with hands and arms The employee is occasionally required to stand, walk, climb or balance and stoop. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

I agree that I have read, understand and am capable of doing the job described in this job description.

Employee Name: _____

Employee Signature

Date

Executive Director Signature

Date