

The Associate Director of Crisis Response/ Human Trafficking (ADCR/ HT) is responsible for overseeing human trafficking direct services. She/he will also work closely with Leading Healthy Futures Consultants to establish evaluations and trainings throughout the community. The ADCR/ HT will be the initial contact for incoming HT survivors to complete intakes and determine appropriate services. The ADCR/ HT will be expected to maintain a respectable case load of clients from the community and be available for on-going crisis support for clients within housing and case management services. The ADCR/ HT directly reports to the Chief Crisis Response Officer and works closely with all programs. The ADCR/HT will provide back-up services for all Crisis Response Program Directors as needed. This is an on-call position 24/7.

A Safe Place is a recognized 501(c)3 nonprofit organization listed under Lake County Crisis Center for the Prevention & Treatment of Domestic Violence Inc.

## **RESPONSIBILITIES:**

### **Crisis Response:**

Serve as initial contact for HT clients referred through law enforcement, hospitals, hotline, or other avenues.

Developing outreach services as needed for HT victims.

Providing outreach to Community agencies.

Connect DV and HT clients to services such as placement, case management or counseling services as needed.

Providing case management/ crisis counseling to clients as needed.

Meet monthly with Evaluators to provide updates on trainings and client data, maintaining grant standards.

Supervise HT staff, volunteers, interns, and develop the skills in staff that are necessary to effectively perform their position responsibilities.

Assist in hiring of staff and provide input in placement of interns and volunteers.

Co-located at law enforcement agency to provide on-site services and collaboration as needed to assist officers w/ incoming DV reports.

Provide education on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety and abuser accountability, providing referral sources internally and/or externally when appropriate.

Provide education on Human Trafficking, laws and rights and provide referral sources internally and/ or externally when appropriate.

Interact with clients and model appropriate social skills, conflict resolution, parenting and other skills of daily living.

Assist with on call hours to support Crisis Response Directors on coordination with police departments' domestic calls and human trafficking. Provide back up as needed when Directors are out.

Understanding of requirement to fulfill position as on-call supervisor at the back up to the supervisor scheduled.

Assess incoming crisis calls by providing the appropriate referrals when needed by either transferring the caller to the appropriate staff in the agency or conducting an intake over the phone.

Triage callers in relation to their level of safety when scheduling them for groups and individual counseling.

Provide crisis support to callers who are in immediate danger.

Make referrals to community resources to meet the needs of the callers

Ensure documentation in client records and appropriate databases is appropriate, accurate, timely and in accordance with agency policies and funding requirements.

Ensure client data/updates are provided to the Leadership team as requested

Assess effectiveness of service planning and program components, and make recommendations to improve service delivery and reduce barriers affecting client services.

Coordinate and document use of food logs, food, transportation and hotel vouchers as well as coordinate food needs for housing clients.

Provide information on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety.

Attend Lake County Coalition Against Human Trafficking monthly meetings as needed

Participate in staff meetings, case management and other training and meetings as requested.

Work as a team player in the organization.

Perform additional responsibilities as assigned that will further support other programs.

**QUALIFICATIONS:**

Master's degree in social work, counseling, or closely related field preferred. Candidates with a relevant Bachelor's degree and 4 years of experience may be considered.

Bilingual Spanish preferred.

Excellent written and oral communication skills.

Ability to provide active listening, encouragement, motivation and counseling to clients through the use of self-help, empowerment model of service provision.

Ability to manage time effectively and to organize and prioritize daily assignments and scheduling of client appointments.

Flexibility in scheduling to meet client and agency needs.

Ability to accept, understand and relate sensitively to people of varied socio-economic, racial, cultural, gender preference, sexual preference and experiential backgrounds.

A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to survivor's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.