

A SAFE PLACE

LAKE COUNTY CRISIS CENTER

PT Family Visitation Center Facilitator

The PT Family Visit Facilitator(19.5hrs) will closely monitor visits and custody exchanges between children and their non-custodial parent. Schedule will be 3:30-8:30pm Monday/Wednesday and Sunday 10:30-6:30. Also, be available for the Friday staff meeting 11-12:30. Flexibility is needed to cover other shifts as needed. Facilitator reports to the Director of the Family Visitation Center and works closely with all programs.

RESPONSIBILITIES:

- Monitor visits and custody exchanges between children and non-custodial parents as ordered by the court in domestic violence cases.
- Support and promote a positive and non-judgmental atmosphere and visiting experience for parents and their children.
- Use interpersonal skills with tact, patience, and courtesy
- Ensure client compliance with visitation center policies.
- Intervene and re-direct visiting parent and child as appropriate.
- Immediately document concerns and critical incidents to the Director and inform police as outlined in program policies.
- Recognize and respond quickly to potential threats to safety for staff, clients, and self, using conflict resolution and de-escalation techniques.
- Maintain confidentiality and privacy as outlined in visitation center policies.
- Refer clients to community resources as appropriate
- Conduct Adult & Client intake and orientations.
- Work effectively with clients through the use of interpreters as needed with language line.
- Perform administrative duties related to monitoring of visits such as keeping observation notes as directed, updating client files, completing periodic summary reports, scheduling, etc.
- Identify and address ongoing and emerging accessibility issues.
- Think critically and recommend program changes as necessary to achieve desired outcomes.
- Regularly attend staff trainings and meetings.
- Work as a team player in the organization.
- Perform all other duties as assigned.

QUALIFICATIONS:

- Minimum Bachelor's Degree in Social Work, Psychology, Criminal Justice, or Education preferred.
- Ability to handle difficult conversations in a professional and non-judgmental manner.

- Bilingual Preferred.
- Excellent written and oral communication skills.
- Proficient in a Windows PC environment including MS Word, PowerPoint, Excel, Access and Outlook.

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

A commitment to the philosophy and programs of A Safe Place, which include a commitment to survivor's and children's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.