

A SAFE PLACE
LAKE COUNTY CRISIS CENTER
Family Visitation Center Facilitator

The Family Visit Facilitator will closely monitor visits and custody exchanges between children and their non-custodial parent. Reports to the Director of the Family Visitation Center and works closely with all programs. Hours during the week are M/W/Thur 1230p - 830p, Fri 1030a - 630p - Saturday 8:30a - 4:30p, **Sunday 10:30a - 6:30p** (FVC closed on Tuesday) Facilitators work 4 days during the week and 1 weekend day, either Saturday or Sunday.

Facilitator can have Tues/Wed off (work both weekend days) or Tues/Sat off. Sunday is required.

Position is located in Round Lake Beach, IL.

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 client orientations as requested.

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 or closely related field preferred.

Knowledge of supervision and counseling theories/modalities and a commitment to client empowerment and self-determination.

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.