

**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.

Schedule:

- M/W/Thur 1230p - 830p
- Fri 1030a - 630p
- Saturday 8:30a - 4:30p
- Sunday 10:30a - 6:30p

Facilitators can work 4 days during the week and Sunday (Sunday required), or facilitators can have Tues/Wed off and work both weekend days. Reports to the Director of the Family Visitation Center and works closely with all programs.

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.
- Ability to cover shifts as needed, to support program.
- 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.