



## **JOB DESCRIPTION**

### **HCIP COUNSELOR/ADVOCATE**

**FUNCTION:** Counselor/Advocates work as a team at Northwestern Memorial Hospital to provide comprehensive direct services to adult survivors served by Connections for Abused Women and their Children. They provide a range of crisis intervention and advocacy services to domestic violence victims through CAWC's Hospital Crisis Intervention Project (HCIP).

**FT/PT:** Full-time

**CLASSIFICATION:** Exempt

**REPORTS TO:** HCIP Coordinator

**SUPERVISES:** N/A

#### **Responsibilities:**

1. Provide comprehensive domestic violence services to clients of CAWC's HCIP. Services may include the following: crisis intervention; psychoeducation; emotional support; needs assessments; development of service plans; counseling; information and referral; and legal and systems advocacy.
2. Share program shift coverage responsibilities as scheduled. This includes responding to referrals, answering calls, completing intakes for services, responding to client requests, providing direct service to HCIP clients, responding to emergencies, and working collaboratively with CAWC, HCIP and hospital staff.
3. Collaborate and network with other direct service providers and agencies to develop comprehensive service plans that meet the complex needs of HCIP clients. Provide ongoing support and advocacy to assure clients' needs are met and required referrals are being conveyed.
4. Ability to research community needs and resources to meet ongoing client needs. Responsible for providing clients with information and referrals to services in the community.
5. Coordinate with other CAWC staff to ensure continuity and quality of client service.
6. Complete client and program-related records to document eligibility and service provision for a variety of data needs and funder requirements; oversee assigned client records to ensure completeness; enter monthly client data into InfoNet database; and complete program reports as required. Meet minimum monthly requirements of service provision documentation.
7. Schedule and provide trainings for healthcare professionals as it relates to best practices in domestic violence screening and intervention in a health care setting and CAWC's services. Maintain relationships with hospital personnel to address ongoing needs.



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8. Develops and maintains effective, professional, and collaborative relationships with hospital staff and others in the community. Represent CAWC at information tables, hospital meetings, or various community outreach and education events, as appropriate.
9. Responsible for adherence to all hospital and department specific health and safety requirements as specified by hospital wide policy and departmental procedures. Must meet requirements set by the co-located hospital site(s). Staff required to obtain and maintain hospital ID badge.
10. Other responsibilities as assigned.

#### **Qualifications:**

1. Bachelor's degree in social services or minimum two years' experience working with adult survivors of domestic violence and/or children.
2. Dedication to empowerment of domestic violence survivors and children, as well as a commitment to and understanding of anti-oppression and social justice work.
3. Capacity to work effectively with others of diverse ages, languages, races, ethnicities, sexual orientation, religious beliefs, mental/physical abilities, and socioeconomic status.
4. Strong assessment and counseling skills, with a focus on trauma-informed service provision.
5. Flexible and adaptable, with the ability to use critical/creative thinking to complete required tasks.
6. Excellent interpersonal and communication skills (written and verbal).
7. Demonstrated ability to work independently and cooperatively.
8. Proficiency in MS Office applications including Word, Excel, PowerPoint, and Outlook.
9. Availability to work a flexible schedule including some evenings, nights, weekends, and holidays.
10. Helpful: Bilingual/bicultural; familiarity with community resources; crisis intervention experience; public speaking experience; completion of 40-Hour Domestic Violence Training at an ICDVP-approved site.