

Part Time and Full Time Bilingual Client Services Specialist Positions Available

Survivors, Inc. – Gettysburg, PA

Objective: Provide support and advance the mission and the programs and services of Survivors, Inc. through the provision of high quality, comprehensive services to persons facing intimate violence, both domestic violence and sexual assault. Services include the development, implementation and monitoring of a client-centered service coordination plan.

Responsibilities/Duties:

- Provide client-centered & client-driven case management and advocacy/supportive services.
- Schedule and conduct intake interviews with referred and/or assigned clients.
- Conduct individual client needs assessments with all individuals served.
- Develop service coordination plans for each individual accessing the services and programs of the Direct Services Department.
- Provide linkages to services and programs necessary to address client identified needs.
- Monitor client progress and update individual service coordination plans accordingly.
- Coordinate, with clients, any available services at Survivors, Inc. including case management services, supportive counseling and all financial assistance programs.
- Complete Sexual Assault/Domestic Violence Counselor Advocate training as per 23Pa CSA §6116 and 42 Pa CSA §5945.1 and the related practicum.
- Be available, as needed, to staff the agency's 24 hour a day emergency hotline and provide related services.
- Be available to provide staffing at the shelter. The shelter is to be staffed 24 hours a day/7days a week/365 days a year.
- Provide ongoing and integrated support and programming to the guests of the shelter.
- Ensure that the shelter, offices, and any other space utilized in provision of agency services is organized and meets both agency and fiscal agent expectations for safety, security, cleanliness, and access.
- Be available for on-call duties and emergency room response as agency and client need mandates.
- Participate in assigned client-related and volunteer trainings.
- Complete and remain current in all trainings and expectations required by Survivors, Inc., and PCADV, PCAR, PCCD and any other fiscal agent.
- Remain current on DV/SA issues and community resources / agencies for referrals.

- Prepare documentation of services delivered, outcome measurements and other desired reports as assigned and requested by the Supervisor of Direct Services.
- Maintain a positive work relationship with all assigned work locations and community partners.
- Ensure the highest level of confidentiality for all clients, client records and client related issues.
- Serve as an advocate for the needs of individuals impacted by Domestic Violence and Sexual Assault.
- Adhere to all personnel policies as approved by the Board of Directors.
- Attend all required staff meetings, task group meetings and individual supervision sessions.
- Other duties as assigned by the Supervisor of Direct Services and/or the President/CEO.
- Assist with community/education events and programs as needed.
- Assist with the orientation, training, and time documentation of in-kind employees.

Qualifications:

- Bachelor's Degree in social work or related field preferred.
- Minimum of one year clinical service provision experience in domestic violence/sexual assault preferred.
- Project a high level of comfort with diverse populations.
- Bilingual skills essential (Spanish – English)
- Valid Pennsylvania Driver's License, use of personal vehicle and proof of appropriate auto insurance and registration required.
- Be able to pass a criminal and child abuse clearance check upon hire and thereafter annually or as requested.

For Bilingual Client Service Specialist Staff, we are looking for folks that have:

- A true passion for trauma informed, client focused and centered service
- An understanding of targeted case management
- The ability to operate from a flexible, solution-focused stance
- A clean ChildLine clearance/state and federal background checks
- A bachelor's degree in human services, previous social service/case management experience preferred- a high school diploma or equivalency required
- **English/Spanish bilingual skills essential.**

Salary Range for Client Services Specialist position: \$22,800-\$24,960 annually based upon education and relevant experience. Competitive benefits package.