

## **JOB DESCRIPTION: VICTIM SERVICE COORDINATOR**

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<b>Department:</b>	Programs
<b>Reports To:</b>	Director of Anti-trafficking
<b>Recruited By:</b>	Director of Anti-trafficking
<b>Approved By:</b>	Executive Director of Anti-Trafficking
<b>Organizational Unit:</b>	Anti-Trafficking
<b>Status:</b>	Full-Time
<b>Classification:</b>	Exempt

### **JOB SUMMARY**

The Victim Service Coordinator supports the Mobile Team, consisting of Survivor-Mentor(s), Regional Advocate(s) and Clinician(s). The purpose of the Victim Service Coordinator is to support the coordination, safety, collaboration and communication amongst the Mobile Team, the victims that they serve, and the local community. They also conduct quality assurance and other activities to ensure victims receive customized service to meet their individual needs. Additionally, the Victim Service Coordinator ensures the overall wellbeing and safety of the other members of the Mobile Team.

### **ESSENTIAL DUTIES AND FUNCTIONS**

- Ensures the Mobile Team is adhering to ethical and professional standards that are in the best interest of victims being served.
- Ensures wellness plans and treatment plans are maintained and appropriate for victims served by the Mobile Team.
- Provides the training and support of newly hired Mobile Team members, specifically emphasizing trauma competencies and safety.
- Monitors care loads for the Mobile Team and prioritizes needs of staff and victims, focusing on adequate time and care to be provided to all individuals served to meet both immediate and on-going needs of victims.
- Maintains the on-call 24/7/365 schedule and all activities related to quality assurance to enhance services to victims.
- Facilitates crisis intervention care as needed to support the immediate needs of victims.
- Completes documentation as required by funding entities, courts, referral sources.
- Provide training to referral agencies as needed to ensure appropriate interventions to meet the needs of Commercially Sexually Exploited (CSE) victims.
- Participates in training and education activities as required by the
- Adheres to all agency protocols and procedures.
- Provides feedback and quality assurance activities, including participation in surveys, interviews, reports, and other data collection mechanisms to help inform about service gaps and outcomes of service provision in the designated area.
- Other duties as assigned based on programmatic needs.

## MINIMUM QUALIFICATIONS

- Master's level degree in Social Work, Counseling Psychology, or a Master's degree with a concentration in one of the areas of Counseling such as: Mental Health Counseling, Clinical Mental Health Counseling.
- Work experience of at least five years of experience with victims who have experienced complex trauma including sexual abuse and/or sexual exploitation.
- Team player, flexible and non-judgmental.
- Commitment to the experiences of vulnerable individuals and families.

## KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Ability to build effective professional working relationships internally and externally, ie service providers.
- Effective communication skills, both oral and written; attention to detail, and ability to multi-task and stay organized under tight deadlines.
- Ability to solve daily problems by analyzing situations, determining next step, and implementing.
- General knowledge of standard office practices and office equipment.
- General computer knowledge, this can include understanding certain software, applications, programs, tools and more.
- Ability to work within a team and individually.
- Ability to supervise others while providing instructions and support.
- Ability to comprehend and process information rapidly and accurately.
- Skills in effectively organizing work, files, records, etc., to maintain efficient workflow.

## SPIRITUAL QUALIFICATIONS

- Must have had a personal conversion experience with Jesus Christ and been scripturally baptized.
- Must have a sense of commitment to the ministry of service to children, youth and families.
- Possess a sincere desire to seek God and His kingdom.
- Demonstrate personal and devotional habits and practices such as Bible study, prayer and daily meditation.
- Accept the Baptist Faith and Message Statement (2000). Be familiar with the general theological beliefs of Southern Baptists.
- Be an active member of a New Testament Church and attend regularly.
- Engage in witness activities as a normal part of life.

## PHYSICAL DEMANDS

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**These physical requirements are not exhaustive and the Company may add additional job-related physical demands to these if the need arises. Corrective devices may be used to meet these physical requirements.**

While performing the duties of this job, physical demands the employee will regularly encounter include balancing, stooping, kneeling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, and hearing.

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This position requires visual acuity to operate motor vehicles and/or heavy equipment. The position also requires the ability to exert up to 50 pound of force occasionally, and /or up to 30 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to handle documents and to operate personal computer and other office machines. This employee must also be able to hear and speak. This employee must be able to respond quickly to sounds. This employee must have the ability to move safely over uneven terrain or in confined spaces. This employee must have the ability to see and respond to dangerous situations. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**The above physical demands are essential for ADA requirements.**

**WORK ENVIRONMENT**

**The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

The worker is subject to both environmental conditions. Activities occur inside and outside.

*I understand this job description is not intended to be an "all-inclusive" list of the requirements of this position, but to describe the general nature of the job and a reasonable representation of its activities. I also understand that additional related responsibilities may be identified by the company and listed as such in my performance appraisal.*

Print Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Dated: \_\_\_\_\_