

Job Title: Survivor Services Navigator
Department: Survivor Services
Reports To: Survivor Services Coordinator
FLSA Status: Hourly, Non-Exempt
Prepared Date: 1/2022
Approved By: Executive Director
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JOB SUMMARY: The Survivor Services Navigator represents the core values and mission of the organization by providing impactful, relevant, and accessible direct services for domestic violence, sexual assault, stalking, and human trafficking survivors designed to foster overall well-being, safety, and stability. The SS Navigator remains properly trained and proficient in initial assessment and triage, intake, referrals, documentation, and provision of Albion’s direct services in a high-quality, survivor-centered, trauma-informed, and voluntary service compliant manner. Nurtures and cultivates an equitable, supportive, inclusive, diverse and engaging work culture within department and the organization. Navigators coach, motivate, support, remove barriers, connect to resources, provide tools and training, prepare and empower victims of harm to become survivors and thrivers on their own terms.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Ensures all program services are delivered according to a voluntary service and trauma-informed care standards, are in compliance with all funding source guidelines (including Peer Review), empower program participants to achieve goals to assist them in improving well-being and safety and are provided in the spirit of Albion Fellows Bacon Center’s guiding mission, vision, and values.
2. Ensures program clients receive proper triage, intake and orientation into the program and an individualized service plan is developed aimed at assisting each survivor to thrive.
3. Participates in training and maintains proficiency in providing high quality direct services in a survivor-centered, trauma-informed, voluntary service manner consistent to Albion’s standard of delivering the highest quality service possible.
4. In conjunction with the Director, Executive Director, and other assigned team members, participates in an internal client case review process to measure and ensure adherence to established service protocols and practices.
5. Participates in SS Navigators “On Duty” schedule to ensure that Survivor Services are adequately staffed to be accessible, available, and inclusive to survivors.
6. Supports survivors in achieving client-chosen goals regarding immediate and long-term safety, emotional and social well-being, long-term self-sufficiency, and safe and sustainable permanent housing by connecting them to supportive services at Albion and relevant resources within the community.
7. Develops and maintains relationships and partnerships with relevant community resources, including property managers and landlords to ensure appropriate referrals for resources which a survivor may need or want, including decent, safe, and affordable housing options, to establish safety, well-being, and/or permanent housing beyond Albion’s services.
8. Represents Albion, as assigned, on various relevant community work group and task forces to ensure the needs and concerns of survivors are communicated.
9. Ensures all required programming data and outcomes, as well as client file documentation (including electronic client database) is completed accurately and in a timely manner according to standards within ClientTrack. Provides outcome data and reports on programs services for grant funders, the community, and organization leadership.

10. Acts as a mandatory reporter and engage with the Department of Child Services in the event of any suspected child abuse or neglect.
11. Identifies opportunities for volunteer and community partnership resources and communicates these prospects to the Engagement/Resource Development Department. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.
12. Promotes an open and supportive flow of communication within the department and with other departments.
13. Promotes Albion's mission and services in the community through presentations, as assigned, at local schools, businesses and churches. Completes Engagement Reports to provide data on presentations.
14. Engages in meetings and workshops that enhance the mission of organization.

SUPERVISORY RESPONSIBILITIES: This position has no supervisory responsibility.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of Albion Fellows Bacon Center. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

COMPETENCIES:

Organization-related Competencies – To perform this job successfully, all employees of Albion Fellows Bacon Center should demonstrate the following competencies;

Client/Guest Service – Manages difficult or emotional customer situations; Responds promptly to stakeholder needs; Solicits client and stakeholder feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Albion's goals and values; Benefits Albion through outside activities; Values and practices diversity, equity, and inclusion in and of others.

Oral/Written Communication – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Job-related Competencies – To perform this job successfully, employees should demonstrate the following competencies;

Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

EDUCATION and/or EXPERIENCE: Associate's or Bachelor's Degree (B.A./B.S.) in human services, social work or other related field is desired or equivalent combination of work/lived experience.

LANGUAGE SKILLS: Ability to read, analyze, and interpret complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS: Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS: A valid Indiana driver's license and a satisfactory MVR is required for this position. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is required. A clear DCS history, and clear criminal and sex offender background checks is required. E-Verify is required.

OTHER SKILLS AND ABILITIES: Computer software skills required include: Microsoft Office, Outlook, Word, Excel, PowerPoint and Adobe. Must learn and become proficient in the use of client database such as ClientTrack. Ability to operate a printer, copy machine, scanner and other office equipment is desired. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly. Project management, while paying close attention to detail is essential.

OTHER QUALIFICATIONS: Candidates in this job must have an understanding of and experience working with individuals in crisis situations. The ability to maintain proper boundaries with clients while having empathy for their trauma is critical. The ability to maintain rapport with a diverse group of clients, employees and service providers is essential. Candidates must also possess or attain group facilitation skills, crisis intervention, coaching and motivational interviewing skills. This job may require both local and out-of-state travel. Some evening, night, weekend work hours may occur. Bilingual candidates are desired.

PHYSICAL DEMANDS: 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 duties and responsibilities. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; walk; and lift and/or move up to 25 pounds. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

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 duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, the risk of electrical shock, fumes or airborne particles, toxic or caustic chemicals and outdoor weather conditions when traveling away from the office for meetings, seminars, etc. The noise level in the work environment is usually moderate.