

# TurnAround Job Description

**Job Title:** IPV-Advocacy and Resource Coordinator

**Department:** Advocacy and Resources Program

**Reports To:** Program Manager for Advocacy and Resources Program

**Classification:** Exempt

**Starting Salary:** 52,000.00 (based on education and experience)

## Summary

The Advocacy and Resource Coordinator (ARC) is responsible for providing direct services and intensive case management to victims and survivors impacted by intimate partner violence. The ARC will assist clients with accessing internal and external resources, advocacy support, and to engage in programming to promote progress in areas of self-sufficiency. The ARC will work with community partners and providers to coordinate services and facilitate connections using a “warm hand off approach” while carrying out TurnAround's mission.

## Essential Duties

- Support minor and adult survivors impacted by intimate partner violence and stalking.
- Utilize lethality and high-danger screening tools to assess immediate shelter and service needs.
- Conduct outreach and maintain partnerships with agencies serving victims, including hospitals, medical centers, colleges, social services, and law enforcement.
- Demonstrate knowledge of victim rights and laws related to intimate partner violence; assist survivors through the legal process.
- Provide or coordinate court accompaniment.
- Assist survivors in accessing eligible resources, including victim compensation.
- Represent the agency at county, city, and state coalitions, task forces, and workgroups as appropriate.

## Additional Duties

Participate in training and awareness opportunities to increase the knowledge of various groups on these types of victimizations.

## **Education and Experience**

- Bachelor's degree preferred in psychology, social work, human services, or related field; Associate's degree considered with relevant experience.
- Experience working with trauma-impacted populations.
- Familiarity with mental health, substance abuse, legal and social service systems, and homelessness.
- Knowledge of community resources and initiatives is preferred.
- Crisis intervention experience required.
- Strong interpersonal, assessment, and documentation skills.

## **Language Skills**

- Possess professional demeanor and exhibit exceptional teamwork orientation with good written/oral communication skills.
- Demonstrate person first and person-centered language skills.
- Bilingual skills desired but not required (Spanish preferred)

## **Reasoning Ability**

- Ability to mediate issues related to clients, professionals and other constituents.
- Possess critical thinking skills and judgment on when to seek the Program Manager or other positions for assistance.

## **Technical Skills**

- Proficient computer skills to operate email, Internet, Microsoft Office, and ability to navigate database entry software.
- Ability to learn and navigate technology used on and off work sites (i.e., security systems, video conferencing devices, etc.)
- Ability to plan, schedule, and organize work independently.

## **Work Environment**

The position is based primarily at TurnAround's Baltimore County office in Dundalk and the Baltimore City office. Additional responsibilities may occur in community settings such as juvenile facilities, courthouses, hospitals, and law enforcement offices. Standard work hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. (40 hours per week). Flexibility to work outside these hours and occasionally exceed 40 hours is required to meet client and program needs.

## **Travel**

Local travel is required. Travel to conduct work at settings in the community is expected. There may be travel out of jurisdiction. Must have valid driver's license and provide personal vehicle. Possible costs involving tolls, parking meters and parking garages that can be submitted for reimbursement.

### **Physical Demands**

- Occasional lifting of items such as client belongings and donations.
- Light cleaning and maintenance of office space.
- Ability to climb stairs and walk between locations.
- Prolonged periods of sitting.

### **Working Conditions**

The position is exposed to the possibility of vicarious trauma and victim's trauma by working with clients impacted by domestic violence, intimate partner violence, and sexual violence. Other exposure risks include narcotics, alcohol, pests, Bloodborne Pathogens and other community spread diseases. Must be flexible to accommodate after-hour weekends as needed by the client, agency, and position.

### **Benefits**

- Paid holidays, vacation, sick leave, and PTO.
- Medical, dental, and vision insurance.
- Retirement plan with company match.
- Long-term and short-term disability coverage.
- Employee Assistance Program (EAP).

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