



Job Title:	Hospital Accompaniment Response Team Specialist 1	Job Category:	
Department/Group:	Crisis Response	Job Code/ Req#:	
Location:	Richmond, TX	Travel Required:	To agency locations & medical centers in Fort Bend County
Level/Salary Range:	Based on experience	Position Type:	Full-Time; nonexempt
HR Contact:		Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			

Job Description

ROLE AND RESPONSIBILITIES

PROVIDE HIGH QUALITY ADVOCACY, EMOTIONAL SUPPORT, CRISIS INTERVENTION, INFORMATION, AND REFERRALS TO SURVIVORS OF SEXUAL ASSAULT. WORK CLOSELY WITH MEDICAL PERSONNEL, LAW ENFORCEMENT, AND OTHER PROFESSIONALS.

SCHEDULE: 7AM-3PM ORIENTATION MAY VARY: 9 AM TO 5 PM FIRST 2 TO 3 WEEKS.

WORK CLOSELY WITH MEDICAL PERSONNEL, LAW ENFORCEMENT, AND OTHER PROFESSIONALS

- Be professional and abide by agency core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork**
- Provide in-person hospital accompaniment to support sexual assault survivors before, during, and after sexual assault examinations.
- Provide trauma-informed crisis intervention, safety planning, information, and referrals to survivors of sexual assault.
- Provide empathetic, non-judgmental support to primary and secondary victims of sexual assault.
- Serve as a liaison between the victim, hospital staff, law enforcement, and agency staff.
- Work closely with medical professionals and law enforcement to ensure the victim's rights and needs are prioritized.
- Advocate with law enforcement officers and hospital staff on behalf of the survivor when appropriate and provide accompaniment as defined by the grant.
- Provide accompaniment to hospitals, law enforcement offices, prosecutors' offices and courts – in-person support, assistance and provision of information about crime victims' rights during the survivors' interaction with medical or criminal justice professionals at hospitals, law enforcement offices, prosecutors' offices and courts. To qualify as an Accompaniment service, a minimum of 45 minutes must be spent with the survivor.
- Explain victims' rights, pseudonym reporting option, address confidentiality program, Texas Vine SAVNS, victim impact statement, Crime Victims Compensation (CVC) benefits to survivor.
- Provide ongoing safety planning and arrange for the client's safe transition from hospital to shelter when needed.
- Perform aftercare with survivors by conducting follow-up calls to assess their ongoing needs and facilitate engagement into intake services and additional agency services, as needed.
- Schedule appointments for intake staff on a web-based scheduling system
- Provide continuous crisis response support, casework, advocacy with third-parties, resources, information, and emotional support post-exam.
- Maintain accurate documentation of all interactions and services provided, ensuring timely data entry.

- Conduct data integrity checks to ensure information is properly recorded and compliant with agency policies, program, and performance reporting.
- Serve as a backup and rollover responder for the agency's crisis hotline, offering trauma-informed assistance, providing intimate partner and sexual violence survivors with advocacy, information, referrals, and resources as appropriate.
- Participate in victim related internal and external training outreach activities to educate others and the community about sexual assault prevention, awareness, agency services and survivors rights.
- Assist in organizing and attending community events and trainings related to sexual assault prevention and advocacy.
- Conduct data and information collection and compilation on emerging trends in sexual assault advocacy and trauma-informed care.
- Assist with building and expanding the agency's resource network.
- Participate in staffing, supervisory, and processing meetings.
- Provide timely data entry into the client services database, data compliance review, and management of records or required documentation including hotline and crisis response team oversight.
- Maintain a level of comfort and ability around basic technology (Microsoft Office – particularly Excel, email, databases, e-signatures, live chat, video conferencing, etc.).
- Other grant eligible tasks and projects as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's degree in Social Work or related field.
- Minimum 2 years advocacy or crisis intervention experience.
- Crisis hotline experience (as an employee or volunteer) a big plus!
- Strong organizational abilities and team participation skills.
- Ability to work well with a variety of people from diverse backgrounds.
- Excellent verbal and written communication skills.
- Ability to maintain confidentiality.
- Technology skills, including knowledge of Microsoft Office
- Must be able to work under highly stressful, crisis-oriented situations.
- Outstanding empathetic and listening skills.
- Ability to work nonjudgmentally, problem solve, and be proactive.
- Have valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Reliable transportation required for hospital travel
- Satisfactory completion of criminal background checks and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST!
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, responds compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports and explains reasoning for decisions, and includes appropriate people in decision-making process.
- Ability to work effectively with diverse populations and remain calm under pressure.
- Proficiency in explaining complex information in a clear, concise manner.

- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled, especially during crises.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport, using active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and nonjudgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Uses appropriate verbal and nonverbal communication to deescalate crises situations.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritizes/plans work activities using time efficiently, plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively, edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel required in greater Harris and Fort Bend County areas.
- Adhere to the agency's confidentiality policies.
- Report any suspicious activity or person.
- Report any known or suspected child abuse to CPS.
- Attend and participate in agency staff meetings and trainings.
- Report to work on time as scheduled.

This position is 100% funded by the SAPCS-STATE contract and will attribute all activity as eligible and maintain compliance with the OAG and SAPCS-STATE grant.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____