

JOB DESCRIPTION

TITLE: Sexual Assault Program Assistant Manager **FLSA STATUS:** Full-time, Exempt

REPORTS TO: SA Program Manager, in their absence, Director of Sexual Assault Programs

JOB SUMMARY:

The Sexual Assault Program Assistant Manager provides delivery of direct-victim advocacy services to persons victimized by sexual assault and/or domestic violence. This is a primary service role which includes the delivery of crisis intervention support and victim accompaniment services (medical, legal, and other). This position provides direct personal victim and/or family advocacy.

The Sexual Assault Program Assistant Manager is responsible for Advocates supervision, training and onboarding, as well as disposition tracking, and data-management for clients served by LiveSafe Resources. The Sexual Program Assistant Manager works side-by-side with the Sexual Assault Program Manager to ensure the delivery of high-quality, compassionate, and evidence-based care to all clients seeking sexual assault victim services. The Sexual Assault Program Assistant Manager is available for case management and client intake when needed to support the program.

This position requires an extensive working knowledge of victim and family advocacy. Specifically, in the areas of violence against women, county protocols, community service provider agencies and approved service referrals. The sexual assault Assistant Manager must demonstrate competency in the application of their knowledge to identify appropriate services to address the complex and unique needs of each client.

DUTIES AND RESPONSIBILITIES:

- Accompany the sexual assault nurse examiner (SANE) to the hospitals and the Adult Detention Centers when it is not possible for the forensic medical services to be performed on-site at LiveSafe Resources.
- Onboard and train new advocates, interns, and volunteers.
- Maintains all advocate and intake folders.
- Maintains all Caseworthy input.
- Responsible for all billings submitting and tracking all invoices and maintaining billing data.
- Supervising all advocates/volunteers/interns. Create their scheduling calendar and approving their timecards and Time off requests.
- Conduct Advocates performance review.
- Serve as main point of contact for Advocates.
- Respond to calls during scheduled office hours and call shifts.
- Provide effective and efficient direct personal advocacy and crisis intervention services (as defined by the Victims of Crime Act), including but not limited to: safety planning, in-person advocacy, family advocacy when requested.
- Complete follow-up contacts with victims in accordance with agency policy and timelines.
- Possess knowledge of community resources and provide appropriate information and professional referrals DFACS and APS, counseling, medical, legal when appropriate. Ensuring the provision of these services to victims and their family members.

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- Assist all victims with information on Georgia Crime Victim Compensation applications and aid with the application process.
- Provide education to the victim on the criminal justice system and assist in interagency communications.
- Participates in CCRT (critical community response team).
- Perform FME (forensic medical exam) verification process.
- Assist with scheduling, organizing, facilitating MDT and SART meetings.
- Track statistical data and SA kits.
- Pick up med orders. Assist in the maintenance and upkeep of the SANE suite by keeping supplies stocked and organized. Must assist in maintaining a clean and patient-ready environment.
- Demonstrate competency in computer based and other administrative functions as well as possessing strong time management and organizational skills. computer based duties require the ability to operate programs including but not limited to: Excel, Outlook, Word, Power-Point, Adobe.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong communication skills required to effectively communicate with a broad range of individuals.
- Ability to manage time and prioritize client care while balancing other job duties/responsibilities.
- Strong problem-solving skills required. Must be a “common sense” thinker and quick decision maker, when necessary.
- Must display professionalism and leadership qualities when dealing with other organizations, volunteers, board members, and staff.
- May be required to lift boxes up to 25 lbs.
- Perform other duties as assigned.

MINIMUM CREDENTIALS AND EXPERIENCE:

Bachelor’s Degree in Human Services field, preferably in psychology; social and behavioral sciences; criminal justice; or related field. Master’s Degree preferred in field of psychology; social work and/ or behavioral sciences. Bi-lingual (Spanish/ English preferred). Advanced education or training in law enforcement and/ or victim services, pre-law, or paralegal a plus.

Prefer 3-years direct-victim service client experience in child sexual abuse; sexual assault/ domestic violence. Familiar with data case tracking, case management and multi-disciplinary team protocols. One-year of responsible experience in victim-witness advocacy assignments may be substituted for education on a year for year basis.

DISCLAIMER: This job description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

I have reviewed this job description and hereby acknowledge my understanding of my duties. I hereby acknowledge receipt of a true copy of this document.