

Job Description

HIGH RISK TEAM COORDINATOR

JOB SUMMARY

The Domestic Violence High Risk Team (DVHRT) Coordinator is responsible for overseeing the coordination of a multi-disciplinary team that responds to high-risk domestic violence cases. This role is pivotal in ensuring survivor safety through collaboration with law enforcement, social services, and legal professionals. The DVHRT Coordinator will manage risk assessments, case interventions, resource allocation, and facilitate the implementation of safety plans for survivors. The position requires strong organizational, communication, and advocacy skills to support both survivors and staff, while enhancing the overall effectiveness of the team. The DVHRT Coordinator also plays a key role in training stakeholders, tracking case outcomes, and fostering community partnerships.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Supervision and Management

- Foster a positive and collaborative team environment, promoting effective communication and teamwork.
- Provide day-to-day supervision, guidance, and support to mobile advocates, including assigning cases, reviewing case activities, and resolving problems.
- Monitor caseloads, ensure appropriate workload distribution, and address any imbalances or challenges.
- Identify training needs, develop and implement training programs, and mentor staff to enhance their skills and knowledge.
- Conduct performance evaluations, provide feedback, and address performance issues, ensuring staff meet expectations and standards.
- Maintains the on-site coverage schedule and ensures adequate coverage so all survivors are supported.

Crisis & Emergency Response

- Responsible for coordinating and facilitating outreach to all survivors referred to the DVHRT within a timely manner.
- Coordinate with the Hotline Manager to streamline and ensure efficient collaboration between the hotline and HRT when handling calls.
- Facilitate the rapid mobilization of resources and services, including emergency shelter, medical care, legal advocacy, and other immediate supports needed for victim safety.
- Ensure effective communication and coordination during critical incidents, providing guidance and support to team members and ensuring that all parties are informed and aligned in their response efforts.
- Maintain a calm, professional demeanor under pressure, demonstrate strong problem-solving abilities and ensuring that the safety and well-being of survivors are always prioritized.

Meeting Preparation and Facilitation:

- Lead and organize regular DVHRT case review meetings with the multi-disciplinary team in a manner that builds trust and increases collaboration between disciplines.
- Ensures that new cases are presented to the DVHRT and assists partners and team with the preparation of cases for presentation and discussion at the DVHRT.
- Responsible for administering and oversight of all administrative functions of the DVHRT, including but not limited to:
 - Create and provide meeting agendas and all other necessary case information and documentation to DVHRT members in a timely manner, prior to each meeting.
 - Ensure that attendance is taken at every meeting and maintain an attendance log and tracking.
 - Facilitate discussions, ensuring all team members actively contribute to case planning, resource allocation, and safety strategies.
- Facilitate an annual meeting with all partner organizations to evaluate the effectiveness of the DVHRT, review existing procedures, and identify opportunities for improvement in team operations and collaboration.

Case Coordination and Advocacy

- Act as a liaison between the Willow advocates assigned to high-risk cases, community service providers and the DVHRT, ensuring that appropriate information is shared quickly and efficiently between the DVHRT, the advocate(s), community service providers and the survivor.
- Ensure that intake and safety planning are completed with survivors within one to two business days of referral, prioritizing immediate safety and support needs.
- Monitor and review all active high-risk cases on a weekly basis, ensuring that progress, safety planning, and interventions are continually assessed and adjusted as needed.
- Provide timely and necessary case updates to DVHRT members between meetings to ensure that there is a consistent process for accepting and managing cases between scheduled reviews.

Operations and Communications

- Develop and implement policies, procedures, and best practices that promote efficient team operation and enhance the domestic violence response system.
- Create and maintain an effective communication system between all DVHRT members to ensure timely and accurate information sharing, which supports successful interventions and decision-making.
- Serve as the primary point of contact for DVHRT members, ensuring that communication channels are clear and that team members have the support they need to carry out their responsibilities effectively.

Coordination of Services

- Acts as a liaison between the Willow staff, FJC team, and HRT partners. Facilitates positive collaboration and coordination of services amongst all parties.
- Supervises and trains team members, interns, and volunteers on HRT service delivery and best practices with multidisciplinary team.
- Coordinates the consistent implementation of client feedback surveys who utilize services.
- Takes initiative to lead the HRT team in finding solutions to identified gaps and barriers to services; and to seek out and delegate additional projects when client work is slow.
- Provides information to community agencies addressing domestic violence services provided.
- Provide team members with meaningful and concise information about DVHRT case information and outcomes, while maintaining appropriate confidentiality parameters.

Documentation and Reporting

- Ensures that client files and service notes are complete and up-to date at all times.
- Ensures all appropriate documentation is submitted to funding agencies in adherence with their guidelines.
- Oversight and responsibility for the proper monitoring, tracking, and documentation of community program activities and processes.
- Ensures the collection of timely and accurate program statistics and records to support grant objectives.
- Ensures quantitative and qualitative outcomes for reporting are administered for all programs.
- Ensure that all case information is securely stored and that confidentiality is maintained in accordance with legal and agency standards.
- Generate reports and provide data to senior management and relevant stakeholders on the status and outcomes of cases, highlighting successes and areas for improvement.

OTHER DUTIES AS ASSIGNED

- Complete all functions in an ethically and culturally competent manner.
- Pursues professional development.
- Attends meetings as requested.
- Other duties as assigned supporting agency goals, mission, vision, values, and strategic plan.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Social Work, Human Services, Legal Studies, or related field required, with a minimum of 2 years of direct client service experience or an equivalent combination of education and experience
- The candidate should have considerable knowledge of the criminal justice system
- A minimum of one year of counseling, case management or advocacy experience. Program management and supervisory experience preferred.
- Bi-Lingual preferred; able to read, write and speak Spanish and/or ASL proficiently.
- Must be able to display a high degree of professionalism while keeping difficult situations in proper perspective.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Ability to recognize and maintain confidential information.
- Sound judgement and decision-making ability.
- Must be adaptable and flexible.
- High degree of organizational skills and attention to detail.
- Excellent communication skills (verbal and written) are required.
- Strong time management, oral and written communication, and organizational skills.
- Understanding, influencing, and serving others are important attributes in this position.
- Must display a high degree of professionalism and ability to work independently.

OTHER:

- Must possess a current NYS driver's license that is not in jeopardy of being revoked and have access to a reliable vehicle.

ADDITIONAL INFORMATION

- Department: Family Justice Center
- Reports to: Director of Family Justice Center
- Hours/Status: Exempt
- Payrate: \$60,405.80 annually

Must be able to work evenings and weekends when necessary.

HOW TO APPLY

Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦Email: HR@willowcenterny.org

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.