

## Job Description

### INTEGRATED DOMESTIC VIOLENCE COURT NAVIGATOR

#### JOB SUMMARY

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The Integrated Domestic Violence Court Navigator is a key member of the Willow Domestic Violence Center team and is responsible for providing survivor-centered, trauma-informed advocacy, information, crisis counseling, education, court accompaniment, and coordinated case management to survivors involved in Integrated Domestic Violence Court and those accessing services through the Family Justice Center. This role ensures that each survivor receives comprehensive, seamless, and coordinated support while navigating the court system and accessing on-site and community-based partner services. The Integrated Domestic Violence Court Navigator performs intake, consultation, safety planning, documentation, referrals, and follow-up, and serves as a liaison between survivors, court staff, Willow programs, and partner agencies. The ideal candidate will have strong communication and organizational skills.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### INTAKE, COURT ADVOCACY, & SUPPORT

- Assist Survivors while they are participating in IDV court by answering questions and explaining the court process, procedures, expectations, and options.
- Provides Survivors of domestic violence with information regarding the IDV court process; conducts initial needs assessments, crisis intervention, referrals to community resources, other Willow programs, and legal services; and provides accompaniment/advocacy. Provides ongoing safety planning and power and control assessments.
- Welcome clients and their families at the Family Justice Center, ensuring that delivery of services is survivor-centered, trauma-informed, and seamless.
- Perform intake procedures to process clients efficiently and effectively through the Family Justice Center.
- Provide consultation and case management by consulting with appropriate staff and partner agencies in both IDV court and the Family Justice Center regarding client needs and difficulties, completing the Danger Assessment, safety planning, and intake.
- Coordinate schedules for appointments with court staff, Willow programs, partner agencies, and clients; assist with follow-up for missed appointments.
- Takes initiative to find solutions to identify gaps and barriers to services; and to seek out additional projects when client work is slow.
- Establish and maintain relationships with IDV staff, court staff, Family Justice Center partners, and community-based agencies. Provide trauma informed education materials and training court staff and community partners.
- Serve as a representative of Willow by attending meetings, tabling, and public speaking on issues of domestic violence. Assist survivors filing for an Order of Protection in Monroe County Family Court by answering questions and explaining the court process, procedures, expectations and options.
- Provides survivors of domestic violence with information regarding the Family Court process; conducts initial needs assessments; crisis intervention; referrals to community resources, other Willow programs, and legal services; and provides accompaniment/advocacy.
- Using agency software, complete timely and accurate documentation of all services.

##### COLLABORATION, EDUCATION, & TEAMWORK

- Maintains professional, healthy collaborations with community agencies, court personnel, probation personnel, Family Justice Center partners and Willow staff.
  - Attends and is an active participant in agency trainings, staff meetings and identified court-related meetings.
  - Embraces and integrates Trauma-Informed Care and Solution-Focused Models of providing services.
  - As needed, provide support, debriefing, and training to interns and volunteers.
  - Serve as a competent, flexible, and supportive member to the Family Justice Center Team and larger Willow team who fosters a positive, healthy, and values aligned work environment.
  - Engages in regular supervision to practice self-reflection, increase self-awareness, build skills, provide & receive feedback, and engage in consistent communication on quality of Family Justice Center services & program functioning.
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#### **OTHER DUTIES AS ASSIGNED**

- ✓ Maintain confidentiality at all times.
- ✓ Complete all functions in an ethically and culturally humble manner.
- ✓ Respond to hotline calls when necessary and available.
- ✓ Document all hotline calls following the agency's procedures.
- ✓ Any other duties as may be assigned.

#### **REQUIRED QUALIFICATIONS**

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- ✓ Bachelor's Degree in human services preferred; or Associate's Degree with comparable experience, or an equivalent combination of education and experience.
- ✓ Experience in human service field required; domestic violence service experience preferred.
- ✓ Bi-Lingual preferred; able to read, write and speak Spanish and/or ASL proficiently.
- ✓ Ability to prioritize tasks and handle numerous assignments simultaneously
- ✓ Ability to recognize and maintain confidentiality of 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.

#### **ADDITIONAL INFORMATION**

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- ✓ Department: Family Justice Center
- ✓ Location: Court/Shill Family Building
- ✓ Reports to: Manager of Coordinated Community Response
- ✓ Hours/Status: 37.5 hours/Non-Exempt
- ✓ Payrate \$26.00/hour

#### **APPLY ON INDEED**

<https://www.indeed.com/cmp/Willow-Domestic-Violence-Center-1>

***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.