



Macomb County Child Advocacy Center/Care House

www.mccarehouse.org

Job Description: Crisis Support Specialist

Reports to: Director of Intervention Services/ Lead Forensic Interview Specialist

Last Revision Date: May 30, 2023

NATURE AND SCOPE:

The Crisis Support Specialist shall provide support and case management services to children and non-offending family members; participate in the Center's multidisciplinary team; assist in the coordination of multi-agency case review; provide after-hours and on-call crisis support for families, provide community education and outreach, and other duties as assigned.

JOB CLASSIFICATION/STATUS: The Care House Crisis Support Specialist is an exempt, grant-funded position and can be terminated with or without cause. The position requires 40 hours per week of crime victim support services with flexibility in scheduling, including evenings and occasionally on weekends. This position is contingent upon continued grant funding.

ESSENTIAL FUNCTIONS: Under the direction of the Director of Intervention Services, the Crisis Support Specialist's duties include, but are not limited to:

1. Provides in-person crisis intervention for children and non-offending caregivers at first contact with the Child Advocacy Center (CAC), including occasionally after-hours and on-call
2. Initiates telephone contact with child's parent/guardian to prepare the family for the forensic interview appointment, including sharing information about the interview process, providing directions to agency and determining any immediate barriers to the client's ability to be present for their scheduled interview
3. Evaluates the child's/family's needs and provide appropriate support, referrals and information
4. Provides crisis management and advocacy services to children and families seen at Care House including appropriate community referrals and system advocacy.
5. Completes as needed (when a child or non-offending caregiver presents a significant safety concern) and with clinical supervision, a crisis assessment and corresponding safety plan with the non-offending caregiver and the child.
6. Provides educational information to the non-offending caregiver regarding counseling and the benefits of counseling/support groups for children who have experienced sexual abuse and/or other forms of trauma.
7. Communicates effectively on behalf of the agency and functions in a collaborative manner within all levels of the organization, with participating agencies and within the community.
8. Participates in regular case reviews.
9. Maintains a positive relationship with MDT members so as to ensure program success.
10. Provides testimony in court when subpoenaed to do so.
11. Works closely with community professionals to identify gap areas in services for child abuse and neglect victims and assist with development of programs to fill the gaps and implement systems change.
12. May assist in the gathering and reporting of program data, quality assurance and outcome evaluation as assigned.
13. Makes recommendations and referrals for ongoing mental health therapy
14. Maintains contact with families with follow-up calls at regularly scheduled intervals
15. Complies with all grant-related guidelines and requirements
16. Updates NCATrak database with crisis support and victim advocacy information

17. Participates in regular supervision and relevant training opportunities
18. May serve as a back up to the Intake Coordinator to schedule intakes.
19. Aids the center in developing education materials for caregivers and victims.
20. Provides community outreach as needed.
21. Maintains cross-cultural awareness in the performance of all duties
22. Consistently demonstrates ethical and professional behaviors and leadership skills that are in support of the mission of Care House and serves as an advocate for the agency and its clients to support and promote quality standards for child abuse investigations in Macomb County.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Master's degree in social work, counseling, psychology or related field with current licensure in good standing
- Previous experience in providing social work/legal/advocacy services in a community setting.
- Strong communication and interpersonal skills to effectively interact with individuals of diverse backgrounds, cultures and experiences.
- An ability to work independently and also function cohesively as part of a team.
- Superior writing and computer skills to complete forms, reports and other written materials.
- Adequate knowledge of the dynamics of child sexual abuse and the Michigan Child Protection Act
- The ability to engage children of all ages in an interview-type setting.
- Must be able to deal with a variety of emotions under stressful situations and be able to deal with people who may be very upset. Emotional stability and personal maturity are essential.
- Ability to maintain strict confidentiality
- Consistently interacts with others in a culturally sensitive, inclusionary manner
- Demonstrates flexibility, openness to change and receptive to new ideas

Other Requirements:

The physical environment is an office building. The position requires the ability to sit at a desk, work on a computer and do some light lifting. Employees must be able to deal with a variety of emotions under stressful situations and be able to deal with people who may be very upset. Emotional stability and personal maturity are essential. All Care House employees must have no criminal convictions (felonies/crimes) of child abuse/neglect or violent crimes and no listing as a perpetrator on the Department of Human Services Central Registry.

The above job description is intended to summarize the essential functions of and requirements for the performance of this job. It is not meant to be an exhaustive list of miscellaneous duties and responsibilities that may be requested in the performance of this job. Employees are occasionally required to participate in activities outside of normal business hours.

Care House has offices in two locations: Mount Clemens and Warren, Michigan. This position requires the ability to work at both locations. The position requires 40 hours per week of crime victim support services with flexibility in scheduling, including evenings and occasionally on weekends.

The salary range for this position is between \$52,000 - \$57,000. Care House offers benefits, including health care, dental and vision insurance for all full-time staff and access to a 401(k) and flex spending plans. Care House also promotes a healthy work-life balance, including flexible work schedules and a generous vacation/holiday policy.

Care House is a private, non-profit agency whose mission is “to prevent and reduce the incidence and trauma of child sexual and physical abuse in Macomb County through collaborative, multidisciplinary and effective family-centered activities.”

We welcome applicants who meet the position criteria to apply to join our team. Care House is an Equal Opportunity Employer. All candidates are subject to comprehensive background screening. More information on Care House may be found at www.mccarehouse.org

Please send resume to Dorie Vazquez-Nolan, Executive Director at doriev@mccarehouse.org by Friday, July 7, 2023. No phone calls, please.

Note: All employment relationships with Care House are of an at-will nature, may be terminated at any time, with or without cause, and with or without notice. Nothing in any job description, employment agreement, personnel policy or future evaluation shall alter the at-will nature of this employment nature.

The Macomb County Child Advocacy Center, Inc./Care House is an equal opportunity employer and maintains a policy of nondiscrimination with respect to all employees and applicants for employment. All personnel actions, such as recruitment, hiring, training, promotion, transfer, layoff, recall, compensation and benefits, discipline, termination, and education, recreational, and social programs are administered without regard to sexual orientation, race, color, sex, religion, national origin, citizenship status, age, disability status, opposition or participation activity protected by applicable law, or membership or application for membership in a uniformed service. Employment decisions, subject to the legitimate business requirements of Care House, are based solely on an individual's qualifications, merit and performance.