New Horizons Shelter and Outreach Centers

Position Title: Trauma Specialist
FLSA Status: Exempt
Office: Shelter / Outreach Centers – La Crosse & Whitehall
Date of Review: June 2020

Summary:

The Trauma Specialist is responsible for providing strength based counseling services to victims of domestic violence, sexual assault and human trafficking. The Trauma Specialist reports directly to the Executive Director and is accountable to their Clinical Supervisor, the Professional Standards of Practice and the State Department of Regulation and Licensing.

Qualifications:

- Master’s Degree in Counseling or Social Work
- Maintenance of an Individual Provider Status or Licensing as a Professional Counselor (LPC), Marriage and Family Therapist (LMFT) or Clinical Social Worker (LCSW)
- Maintenance of licensure and individual liability insurance is required throughout employment
- Education / understanding of trauma counseling; AODA issues, crisis response, recovery, assessment and experiences with treatment planning
- Embrace the mission of New Horizons
- Excellent problem solving skills
- Strong initiative
- Self-starter and goal driven
- Positive and professional image, shows concern for people and community, demonstrates self-confidence
- Strong organizational skills and time management with attention to detail and a commitment to excellence and confidentiality
- Ability to work under the pressure of many simultaneous projects, prioritize and meet deadlines
- Excellent written and verbal communication skills
- Promotes and processes improvement
- Proficiency with Microsoft Outlook, Word, Publisher, Excel and data based computer programs

Hours:

The ability to work flexible hours is necessary. The majority of hours to be worked Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Duties may require working some nights and weekends to accommodate client and/or organizational needs. Travel is required as this position spends a minimum of one day per week working from the Trempealeau County Outreach Center.
Principal Duties and Responsibilities:

- provides shelter and community clients with emergency and follow-up strength-based counseling services; assessment of individual needs; treatment for individual counseling needs; resources and referrals; Crime Victim Compensation information;
- utilizes appropriate conflict resolution skills that are culturally sensitive and non-judgmental by exercising discretion and judgment to ensure the individual needs of the client are met
- refers to other agencies/specialists when there is a need to work on additional topics other than domestic violence, sexual assault and human trafficking trauma
- meets with clients for an average 10-12 sessions
- ensures appropriate and timely record keeping including but not limited to entering daily data without diagnosis (includes computer and paper forms and regular monthly reports on client successes as well as professional activities)
- facilitates support groups as needed (may be assigned by supervisor)
- participates in public education work within our service area (may be assigned by supervisor)
- participates in community collaboration by actively contributing to committees advocating against domestic violence and sexual assault which relate directly to the Trauma Specialist position (may be assigned by supervisor)
- communicates concerns of the organization and client needs with co-workers and management daily to ensure efficient operation of the organization. Includes but is not limited to personal care items for the client, program needs, office supplies and maintenance needs
- attends and participates in meetings within the organization as assigned by supervisor. Includes but is not limited to Full Staff meetings, Direct Service meetings, Outreach meetings and structured “mini-staff” meetings for problem solving shelter, client or organizational concerns with co-workers
- attends and participates on committees within the organization i.e. Awareness Committees (may be assigned by supervisor)
- mediates concerns or disagreements between residents and/or with residents regarding shelter rights and responsibilities
- attends and participates in planning and is present at functions that promote the organization and access of our services, (may be assigned by your supervisor)

Other Responsibilities and Requirements:

- has reliable transportation, a valid driver’s license and vehicle insurance
- is required to attend one Crime Victim Compensation (CVC) training through the Office of Crime Victim Services within one year of employment
- has or will attend an ethics and boundaries class or training (approved by supervisor)
- is committed to professional development and attends trainings as approved by the supervisor
- maintains a clean, organized and comfortable environment within the organization
- trains and supervises volunteers as appropriate to the program, ensuring volunteers receive a well-rounded experience
- engages in and models supportive, healthy relationships through setting boundaries and demonstrations of respect with clients, donors and co-workers
- performs other duties as assigned by supervisor
**Working Conditions:**

Work is typically performed in an office and/or business setting but is not limited to the organization’s buildings. Constant interpersonal reactions and frequent changes in duties, tasks and circumstances occur in this position.

**Acknowledgement:**

This description describes the general nature and skills required of this position. The “Essential Duties” describe the functions considered essential to the position. The description does not state or imply that these are the only duties and responsibilities assigned to the Trauma Specialist position.

Employees may be required to perform other duties of the organization requested or assigned by the executive director. All requirements are subject to change at the discretion of the executive director.

The working conditions listed are intended to indicate the kinds of tasks and levels of work circumstances required of the Trauma Specialist and shall not be interpreted as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under supervision. The use of specific terms or examples of functions shall not be interpreted as excluding other duties not mentioned that are comparable in level of difficulty.

I have read and understand the Trauma Specialist position description. I have reviewed the duties, responsibilities, and working conditions of this position. I understand that this document does not create an employment contract between me and New Horizons Shelter and Outreach Centers. I also understand that I may at any time terminate my employment relationship with New Horizons and I equally understand that New Horizons Shelter and Outreach Centers is an at will employer.

______________________________________________________________________________
Employee Signature (Printed Name) Date

______________________________________________________________________________
Supervisor Signature Date

December 2009  AK
Updated: 03/10; 02/14; 10/16; 06/20