

**YWCA Union County  
Job Description**

**Emergency Room Domestic Violence Liaison**

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| <b>Title:</b> Emergency Room Domestic Violence Liaison | <b>Department:</b> Community Support Services |
| <b>Supervisor:</b> CRT Coordinator                     | <b>Effective Date:</b> January 1, 2020        |
| <b>Status:</b> Regular full-time                       | <b>Grade:</b> Exempt                          |

**SUMMARY**

The Emergency Room Domestic Violence Liaison is a domestic violence specialist, who will provide direct safety planning, case management, support services and advocacy for victims of crime referred by Trinitas Emergency Room staff. This position represents a partnership of the YWCA Union County as the lead domestic violence services agency, the Union County Prosecutor's Office, and Trinitas Regional Medical Center.

**EXPERIENCE/KNOWLEDGE/SPECIALIZED TRAINING**

Must be bilingual (English and Spanish speaking). Must possess a Master's Degree and 3 years experience in domestic violence. Excellent verbal and written skills. Knowledge of computer programs including but not limited to Microsoft office, Power Point and Excel. Must be trauma-informed and knowledgeable about resources for victims.

**ESSENTIAL JOB DUTIES**

- Receive direct referrals from Trinitas ER staff and/or referrals communicated via YWCA hotline staff
- Acts as liaison to the YWCA collaborating partners in providing the following services to clients: career counseling, housing, job development, and others.
- Complete intake and determine service needs of victims referred. Provide direct linkages, including establishment of appointments and accompaniment as needed, for follow up medical, mental health, housing, legal services and other needs of victims.
- Assist with DV safety planning for victim and provide direct advocacy, community networking and referral. Safety planning will include victim families if safe and appropriate.

- Help identify and address gaps and barriers that trauma victims face following emergency room visits and provide direct assistance in linking victims to overcome barriers.
- Provide trauma and domestic violence training to Trinitas Emergency Room staff around safety, confidentiality, and particular needs of domestic violence victims.
- Provide training in strangulation and lethality assessment to Emergency Room staff; conduct lethality assessment with victims referred as appropriate.
- Assist clients in application for VCCO, Social Services, emergency/temporary housing, legal services, and/or other needs related to the trauma experienced.
- Provide crisis counseling and/or refer to available counselors for individual and/or group counseling, ensuring that clients receive immediate service.
- Model best practices in working with families in domestic violence situations.
- Model collaboration and cross systems advocacy to strengthen community partnerships and enable a coordinated community teamed response for victims of crime who utilize emergency room services.
- Provides the following direct services: initial assessments of clients referred, ongoing case management to address victim needs, referrals, advocacy and development of case management plans for each client.
- Maintains contact with community agencies to coordinate access to and delivery of services.
- Provides occasional transportation and accompaniment for clients to appointments where clients need assistance or advocacy.
- Refers clients to appropriate community resources for services not covered by YWCA Union County.
- Responsible for following up with clients who have missed appointments and documenting contacts in the case record.
- Completes necessary reporting requirements for all program areas by assisting in reporting of statistics and in preparation of reports.
- Documents and maintains case records for individual clients, completes needs assessments, goal sheets, and maintains other records as needed.
- Maintains a system of accountability to ensure proper statistical information gathering and analysis.

- Help facilitate family team meetings, if safe and appropriate for victims, to improve follow up, that follow best practice guidelines and safeguards when domestic violence is present.

#### **Secondary Job Responsibilities**

- Participate in quarterly collaborative meetings with YWCA and Trinitas leadership
- Attend staff meetings, conferences and trainings as directed
- Other duties as assigned by supervisory personnel
- Provides community trainings on domestic violence as needed
- Represent the YWCA Union County on external committees, as appropriate

#### **Qualifications:**

- Master's Degree and 3 years of experience in domestic violence services, or equivalent.
- Licensed clinical social worker or licensed professional counselor preferred. Bilingual/bicultural in Spanish preferred.
- Strong clinical, communications, problem-solving, advocacy, networking and collaboration skills required.

#### **Requirements**

- Must be able to work evening and weekend hours and on call as needed.
- Car and valid Driver's License

#### **Material/Equipment Directly Used**

Telephone, photocopier, fax, computer/printer, Internet, email, voice mail system, EMR system, and any other systems as needed

#### **Physical and Environmental Requirements**

Able to remain seated without a break for periods of up to two hours. Able to carry up to ten pounds. Able to see, hear and speak adequately to perform the functions of this position.

**NOTE: This job description is a broad outline of the responsibilities and duties of the Emergency Room Domestic Violence Liaison that will be amended as needed to meet the program priorities of the YWCA Union County and their ensuing work requirements. It should not be construed as a contract.**