

Position Title: Survivor Mentor – Open Doors Outreach Network

FLSA Classification: Exempt

Job Family: Open Doors

Reports to: Director of Clinical Services

Italics indicate parts of the position description required by VOCA contract

Purpose of Position

The Survivor-Mentor is part of an Outreach Team that includes at least one Regional Advocate and one Clinician providing survivor centered services to victims/survivors of human trafficking. The Survivor-Mentor conducts and develops the assessment of the victim's needs in partnership with the team to create and implement a victim/survivor-centered, trauma focused plan individualized to the victim's needs for crisis intervention and recovery services and support. The Survivor-Mentor, through their personal experience as a victim/survivor, also serves as the primary interventionist and support liaison to identified victims, providing immediate intervention and support once a victim is identified. Because of the shared lived experiences of the Survivor-Mentor and the victim, this position is the critical link that optimizes the opportunity for the victim to establish a unique bond with a safe, caring person. Additionally, Survivor-Mentors understand what the victim is experiencing and is in a position to guide and support them in the recovery process.

Essential Functions

- Work as part of a team to develop purposeful connections with individuals receiving services and their families/caregivers
- Complete individual assessments to ensure victims/survivors receive a comprehensive, trauma-informed, culturally-competent direct services plan that meets individual needs; *Uses established Open Doors Outreach Network guidelines to assess the victim's needs. and uses their in-depth knowledge of the services and benefits available, to verify victim's eligibility for those services/benefits*
- *Uses the victim's needs assessment, the client's eligibility for services/benefits, and other aspects of the individual's situation to lead the development of a Wellness Plan that ensures both short term and longer term needs of the victim are addressed effectively. Solicits input from other members of the Outreach Team to ensure concurrence with the Plan*
- *Ensures Wellness Plan complies with standard protocols and procedures as outlined by Voices for Florida and the Open Doors Outreach Network Framework document*
- *Assesses client progress and takes the lead role in Wellness Plan revisions as client's needs change or issues surface and discusses changes with other members of the Open Doors Outreach Team to ensure that the needs of victims continue to be met;*
- *Uses experience-based expertise to quickly evaluate a victim's situation, and provides and/or ensures support for immediate health and safety services such as crisis intervention; accompaniment to hospitals for medical examinations; the need for emergency clothing, housing, etc.*
- Works collaboratively with other members of the First Responder Network to ensure that the needs of victims are met
- Provide care management, including coordinating emergency legal assistance or mental health assistance and making referrals to appropriate community resources, as needed by individuals receiving services; *Works with Outreach Team to ensure implementation of a Wellness Plan.*

Provides day-to-day care management services and collaborates with the Outreach Team to support ongoing needs of victims

- Travel throughout Duval, Clay, Baker, Nassau, and St. John's Counties to provide services and/or connect with victims/survivors in homes, schools, detention facilities, community agencies, and other locations as needed
- Advocate for victims/survivors needs alongside and/or on behalf of victims/survivors and their families in courts, schools, and other systems; *Has an understanding of legal protocols and accompanies victims to court hearings as needed*
- Provide compassionate access to victims/survivors and families in times of crisis; *Assists with referrals and accompanies victim to appointments as needed; provides ongoing mobile care management services to victims and their families (if appropriate) wherever the victim is housed*
- Verify victims' eligibility for services/benefits based on individual situations; *Assists with special services to help victims manage practical problems created by their victimization such as acting on behalf of the victim with other service providers, creditors, or employers; assisting in filing for compensation benefits; and helping with applications for public assistance*
- Document interventions as required by internal policies & procedures to comply with HIPAA and contractual demands and to meet research needs; *Understands and ensures compliance with reporting requirements and completes documentation as required by funding entities, courts, referral sources*
- Inform research and strategic advocacy agendas by elevating victim's/survivor's voices and stories to Policy Center leadership
- Participate in DBWPC and Programming Team staff meetings and decision-making processes
- Provide 24-hour, on-site crisis response for calls to Open Doors 24-Hour access line; *When on call, leads the 24/7 crisis intervention*
- *Participates in on-going professional development by completing the Voices for Florida required specialized professional training program to ensure Survivor-Mentors stay current with the evolving industry-based research on Commercially Sexually Exploited Children (CSEC). The current curriculum includes, but is not limited to training on: the Open Doors Outreach Network model and service delivery process and protocols; guidelines for completing a CSEC assessment, specialized training on working with LGBTQ victims and working with male survivors; annual in-person training with all Open Doors Survivor-Mentors; in-person annual training with Survivor-Mentors, regional advocates and clinicians from the other Network Providers; technical training on reporting requirements and the reporting system.*
- *Contributes to the ongoing design of Open Doors Network by providing feedback, including participation in surveys, interviews, reports and other data collection mechanisms to help inform the Open Doors Outreach Network about service gaps and outcomes of service provision in the designated area*
- *Serves as the Open Doors Survivor Expert in local, state and national initiatives, task forces, etc.*

Secondary Functions

- Support DBWPC programs and events

Other Duties

This job description is not intended to contain a comprehensive listing of the duties and responsibilities that are required of the employee who fills this position. Duties and responsibilities may be adjusted at any time to best fit the needs of the Policy Center.

Required Knowledge, Skills, and Abilities

Network:

- *Ability to assess trauma and recovery and identify the unique and individualized needs of a commercially exploited or sex trafficked victim*
- *Ability to work with the Outreach Team in a peer-to-peer environment while leading the development of a victim's individualized Wellness Plan*
- *Availability to work flexible hours and days and has ability to be on call 24/7 when requested.*
- *Team player, flexible and nonjudgmental.*
- *Committed to the experiences of vulnerable individuals and families.*
- *Excellent communication skills.*

Organizational:

- *Understanding of Girl-Centered Principles – Understands girl-centered principles and is willing to grow in knowledge of these principles*
- *Growth-Mindset – Receptive to feedback, willing to learn, embraces reflective practice*
- *Solution-Oriented – Brings possible solutions when presenting obstacles or challenges to supervisor*
- *Collaborative – Seeks input and buy-in from girls, colleagues, and external partners, as appropriate*

Individual:

- *Knowledge of the impact and dynamics of sexual exploitation on youth*
- *Knowledge of Florida Safe Harbor laws*
- *Knowledge of resources available to victims/survivors in Duval, Clay, Nassau, St. Johns, and Baker counties; or demonstrated ability to develop resource networks*
- *Experience navigating the juvenile justice and child welfare systems*
- *Experience in emergency response and crisis management*

Required Education and Experience

- *Survivor of complex trauma with a minimum 5 years of recovery*
- *Detailed experienced-based understanding of the common impacts of commercial sexual exploitation and sex trafficking on children and young adults*

Supervisory Responsibility

This position may supervise volunteer interns.

Work Environment/Physical Demands

This position operates in multiple environments, including professional offices, locked detention facilities, schools, and community sites with varied levels of accessibility. This role routinely uses standard office equipment such as computers and phones and transports supplies such as books, art materials, and food.

Position Type/Expected Hours of Work

This is a full-time position and requires a regular on-call rotation responding to the Open Doors 24-Hour Access Line. While on-call, the individual filling this position must be able to respond on-site to crisis situations at any hour of the day. In addition, the nature of the work often requires employee engagement outside of traditional office hours, even when the individual employee is not on call.

Travel

This position requires daily travel throughout the Jacksonville metro area and surrounding counties and occasional travel throughout the state of Florida.

Work Authorization/Screening Requirements

DBWPC participates in E-Verify. Upon offer and acceptance of employment, the Policy Center will provide the federal government with the hired individual's Form I-9 information to confirm that the individual is authorized to work in the U.S.

The employee who fills this position is required to complete fingerprint-based AHCA Clearinghouse background screenings for the Florida Department of Juvenile Justice (Caretaker) and the Florida Department of Children and Families (Mental Health.)

AAP/EEO Statement

The Delores Barr Weaver Policy Center is committed to building a diverse staff that reflects the populations served by its programs. We strongly encourage applications from qualified individuals of color and qualified individuals who identify as lesbian, gay, bisexual, transgender, and/or gender non-conforming.

DBWPC, Inc. is an equal opportunity employer and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, religion, national origin, gender, sexual orientation, gender identity, gender expression, marital status, age, veteran status, physical or mental disability, or otherwise as may be prohibited by federal and state law. DBWPC, Inc. complies with applicable federal, state, and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Other Duties

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Application Submission

Send resume and cover letter to careers@seethegirl.org, with subject line "Survivor Mentor."