

Position Title: Survivor Mentor I– Open Doors Outreach Network

Job Family: Professional

FLSA Classification: Exempt

Reports to: Director Model Programming through the Victim Service Coordinator/Open Doors Program Manager

Purpose

The Survivor Mentor I serves to provide direct services to victims/survivors of sex trafficking and commercial sexual exploitation (herein referred to as victim/survivors) as 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 I assists in the assessment of the victim/survivor's needs, and assists in the creation and implementation of a victim/survivor centered, custom, trauma-focused, wellness plan. Wellness plans are individualized to the victim/survivor's needs for crisis intervention, recovery services and support. The Survivor Mentor, through their personal experience as a victim/survivor serves as a liaison to identified victims, providing immediate intervention and support once identified. Because of the shared lived experiences of the Survivor Mentor and the victim/survivor, this position is the critical link that optimizes the opportunity for the victim/survivor to establish a unique bond with a safe, caring person. Additionally, Survivor Mentors understand what the victim/survivor is experiencing and is in a position to help the team understand what the victim/survivor is experiencing and help position, 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.
- When on call, participates in 24/7 availability for crisis intervention;
- 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;
- Uses lived experience to quickly evaluate a victim/survivor'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.
- Uses established Open Doors guidelines to assess victim/survivor's needs;
- Develops in-depth knowledge of the services and benefits available to victims/survivors in the assigned region and how to verify victim/survivor's eligibility for those services/benefits;
- Uses the victim/survivor's needs assessment, the victim/survivor's eligibility for services/benefits, and other aspects of the individual's situation to assist in the development of a trauma informed, culturally-competent wellness plan that ensures both short term and longer term needs of the victim/survivor are addressed effectively.

- Solicits input from other members of the Open Doors Team to ensure services provided are consistent with the wellness plan;
- Works with Open Doors Team to assist in the implementation of the wellness plan;
- Provides day-to-day care management services and collaborates with the Open Doors Team to support ongoing needs of victims/survivors;
- Develops an understanding of legal protocols and accompanies victims/survivors to court hearings as needed;
- Advocate for victims/survivors needs alongside and/or behalf of victims/survivors and their families in courts, schools and other systems;
- Assesses victim/survivor progress and helps to implement the wellness plan revisions as victim/survivor's needs change or issues surface;
- Participates in team review of victim/survivors' wellness plans, discusses changes with other members of the Open Doors Team to ensure that the needs of victims/survivor continue to be met;
- Assists with referrals and accompanies victim/survivor to appointments as needed;
- Provides ongoing mobile care management services to victims/survivors and their families (if appropriate) wherever the victim/survivor is housed;
- Assists with special services to help victims/survivors manage practical problems created by their victimization such as acting on behalf of the victim/survivor with other service providers, creditors, or employers; assisting in filing for compensation benefits; and helping with applications for public assistance;
- Works collaboratively with others members of the First Responder Network to ensure that the needs of victims/survivors are met;
- Understands and ensures compliance with reporting requirements and completes documentation as required by funding entities, courts, referral sources to comply with HIPAA and contractual demands and meet research needs;
- Inform research and strategic advocacy agendas by elevating victim/survivor's voices and stories to DBWPC leadership;
- Participates in on-going professional development by completing the Voices for Florida required specialized professional training program to ensure Survivor Mentor I stays current with the evolving industry-based research on commercially sexually exploited children and sex trafficked adults;
- Contributes to the ongoing design of Open Doors Outreach Network by providing feedback, including participation in surveys, interviews, reports and other data collection mechanisms to help inform the Open Doors Outreach Network about services gaps and outcomes of service provision in the designated region;
- Participates in safety planning for victims/survivor as well as Open Doors Outreach Team members;
- Participate in DBWPC and Programming Team Staff meetings and decision-making processes
- Other duties as assigned based on programmatic needs.

Secondary Functions

- Support DBWPC programs and events

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions listed above.

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

None

Work Environment/ Demands

This position operates in multiple environments, including professional offices, locked detention facilities, schools, and community sites with varied levels of accessibility, including climbing different number of stairs.

- This position constantly uses standard office equipment such as computers and phones.
- This position constantly transports supplies such as clothes, books, art materials, and food, as well as clients.
- This position occasionally pick-ups, up to 15 lbs.
- This position constantly requires repetitive hand and wrist motions.
- This position constantly moves around from place to place to accomplish tasks, while stooping or stretching.
- This position occasionally remains stationary in a sitting or standing position.
- This is a highly communicative position, requiring constant communication to exchange messages with clients, staff and community members.
- This position requires a constant ability to assess the level of accuracy, neatness and thoroughness of the work assigned.

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.

The individual who fills this position must have a valid driver's license and will be required to maintain minimum personal auto liability insurance while employed with the Policy Center.

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

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.