

## Advocacy Services Coordinator

The Advocacy Services Coordinator is responsible for understanding the medical and judicial process associated with sexual abuse and assault, ensuring quality advocacy and crisis intervention services for Zacharias Sexual Abuse Center clients, and supporting the Advocacy program staff, interns, and volunteers. This position also provides representation of ZCenter services and key advocacy areas with strategic sectors and coalitions.

### **SPECIFIC RESPONSIBILITIES INCLUDE:**

- Maintain staff on-call status for the following 24-hour Zacharias Sexual Abuse Center programs and confidential services: Support Line, Medical Advocacy, and Legal/Criminal Justice Advocacy, and work with staff, volunteers and interns to provide support and full coverage.
- Establish and maintain positive networks and working relationships with medical personnel at all area hospitals, Fire and Rescue, the States Attorney's Office, Children's Advocacy Center, law enforcement, LCHD, and all other relevant public health organizations and sectors.
- Take part in area Sexual Assault Coordinating Council and subcommittees as directed by supervisor. Work closely with area SANE, collaborate in trainings, provide ZCenter orientation, build relationships and maintain standards for client centered care.
- Coordinate and provide cyclical professional trainings to area hospitals and Fire and Rescue personnel to reflect best practices and to remain in compliance with stated ICASA goals, SASETA, and the Lake County Protocols.
- Provide professional trainings, in partnership with the States Attorney's Office, to police and court personnel to reflect best practices and to remain in compliance with stated ICASA goals and the Lake County Protocol, to ensure sensitive treatment and proper investigation of reported sexual assault cases.
- Maintain quality of service standards through strong communication, careful supervision, and ongoing evaluation of all Medical, Support Line, and Legal/Criminal Justice Advocacy volunteers and program interns.
- Responsible for all monthly Medical, Support Line, and Legal/Criminal Justice Advocacy and crisis intervention data collection. Responsible for upkeep of records and documentation including maintaining, updating, and reporting advocacy-related databases and statistics. Maintain client documentation and records, as required by state and federal law and ICASA standards.
- Engage volunteers through maintenance of on-call schedules, emails to volunteer databases, and updating answering service platforms. Participate in providing the 40-hour new volunteer/staff trainings three-four times per year. Provide supervision and debriefing to on-call volunteers and weekend advocacy staff.
- Provide public education, community outreach, and short-term crisis intervention advocacy services in English and Spanish as needed.
- When requested, write position letters to local government officials outlining our position on specific laws being reviewed and /or recommended on behalf of survivors of sexual assault.

## **QUALIFICATIONS:**

- Bilingual/Bicultural (Spanish) preferred.
- Bachelor's degree in social work, counseling, psychology or related field preferred.
- 40 hours of Illinois Sexual Assault Crisis Intervention training or comparable state or national accreditation (strongly preferred, supplied by agency if needed).
- Excellent crisis intervention skills. 1-2 years minimum experience in survivor support.
- Demonstrated supervisory and strong organizational skills in developing and managing volunteer services.
- Excellent interpersonal, verbal, and written communication skills.
- Excellent computer and data entry skills.
- Excellent public speaking ability.
- 24-hour on-call availability required – includes nights, weekends, and holidays.
- Ability to accept, understand, and relate sensitively to people of varied socioeconomic, racial, cultural, and experiential backgrounds.
- Time flexibility for evening and weekend work.
- Access to reliable personal transportation and a valid driver's license.

\*Please send cover letter and resume to Kristin Jones: [kjones@zcenter.org](mailto:kjones@zcenter.org)