Bachelor level Trauma Healing Services Internship level 1

**Summary:** State the major purpose or function of this position.

\_\_Provide case management, advocacy, and resource exploration for victims of crime. Complete phone calls and initial assessment of case management and advocacy needs. Provide resources and advocacy concerning any needed help with filing of order of protections and other forms dealing with victimization. Assist case management staff in completing discharge reports.

**Essential Job Responsibilities:**

1. \_Ensure Quality service delivery including clinical care and all associated documentation. Maintain all client records in accordance with agency policies and procedures
2. \_Provide direct case management and advocacy services.
3. \_\_Develop and maintain effective working relationships with all staff and coordination of care as needed
4. \_\_Assist with presentations and education concerning sexual assault, Domestic Violence and Hate crimes

**Additional Requirements and Responsibilities:**

Demonstrated ability to remain calm in crisis situations, work independently and cooperatively, recognize personal limitations, and relate positively and with empathy to all persons regardless of age, race, creed, gender or sexual orientation.

Maintain professional conduct consistent with ethical professional practice and the policies and procedures of the agency.

Maintain a professional demeanor and positive working relationships with internal and external team members, stakeholders, and community and business partners.

Attend meetings, training, and agency activities and events outside of regularly scheduled work hours upon request.

Maintain compliance with required training.