



Victim Services Specialist

Summary of Position:

The Victim Services Specialist is responsible for providing support to The CARE Center's Victim Services team. Specifically, this employee will provide coordination of mental health referrals, follow up with clients regarding their mental health appointments and direct efforts for filing Medicaid for children for The CARE Center. This position will aid in statistical collection & reporting, with some research on trends in child maltreatment, working closely with the Communication team at CARE. The candidate will be trained to assist in many areas for back up and emergency assistance such as Family Advocacy functions.

Essential Job Functions for Victim Services Specialist:

- Support Victim Services staff in data entry and tracking of client information.
- Build rapport with clients, ensuring clients are made aware of appointments, are prepared with information, directions, dates/times, etc.
- Be a liaison between The CARE Center's multidisciplinary team and families, connecting families with contact/case information as appropriate and necessary.
- Complete follow-up calls with families as needed to ensure they have been connected with promised services, especially with mental health and advocacy.
- Document all interactions with families and children and serve as the one point of contact for further services and assistance.
- Coordinates partnerships with outside counseling agencies and all on-site referrals and outcomes.
- Makes referrals for counseling to appropriate agencies, based on need, location, insurance, etc. and follows up with agencies to ensure services are initiated.
- Provides support functions to Mental Health team for appointment setting, coordination of team meetings, and assistance to Case Manager for availability of therapist in crisis intervention on site.
- Maintains communication with leadership and administrative team.
- Represents the CARE Center in the highest capacity. Able to give tours of campus, speak freely about the mission and departments of the CARE Center and supports the leadership of CARE.
- Responsible for preparation of all case information to be reviewed during weekly case review with the Oklahoma County District Attorney's office and multidisciplinary team. Works in conjunction with the certain team members to fulfil this goal.
- Maintains positive relationships with partners and department leads focused on services provided to families experiencing alleged abuse.
- Works with partners and department staff in resolving conflicts or issues for special cases, utilizing office policies and procedures.
- Annually evaluates MDT best practices manual and makes adjustment accordingly.
- Working knowledge of all NCA Standards and task force protocols.
- Continuous assessment and evaluation for NCA standards being met in program services.
- Regularly evaluates program effectiveness.
- Maintains standards in confidential record keeping and organization of previous cases.
- Continues education in best practices and trends on child abuse trauma and therapies.

- Supervises records in NCAttrak and monthly log.
- Supports all agency fundraising efforts.
- Is cross trained in the duties of Family Advocate, to be able to aid in on-call rotations.
- Other duties as assigned by Mental Health Coordinator and Program Manager.

Skills and Abilities:

- Strong verbal and written communication skills
- Excellent time management skills and ability to comfortably multi-task and handle multiple priorities simultaneously.
- Excellent computer skills (Excel, Word, online data tracking, insurance billing, and other computer-based skills).
- Excellent customer services skills – ability to work well with families in aiding and information.

Knowledge and Education Requirements:

- Bachelor's degree in social service field required.
- Preference given to applicant with mental health background and/or training with insurance filing experience.
- Working knowledge of law enforcement and child welfare systems including CAC's, non-profits.
- Must be able to pass a nationwide background check.

Working Conditions:

- Majority of work will be performed with in a climate-controlled office setting with little exposure to excessive noise or dust.
- Must be able to sit for long periods of time.

The above is intended to describe the general requirements for the performance of this job and is not to be constructed and an exhaustive statement of essential functions, responsibilities, or requirements.

Employee Signature

Date

Care Center Representative

Date