



**FRIENDS**  
**of the FAMILY**  
Take Back Tomorrow. Today.

## Employee Job Description

### Transitions Specialist

**Program:** Outreach

**Reports to:** Outreach Services Manager

**Status:** Full-Time, Exempt

**Direct Reports:**

None

#### Job Summary:

Provide individual advocacy, employment coordination, and mental health resources to victims of violence who are transitioning through shelter in to housing or other programming throughout the region. Identify barriers to self-sufficiency, employment, mental health, etc. and coordinate referrals to programming and resources throughout the region.

#### Agency Functions

- Exhibit a belief in non-violence and a willingness to advocate on behalf of populations affected by homelessness and violence in a non-discriminating manner.
- Support and drive FOF's mission and vision.
- Uphold the belief that quality client services are the top priority.
- Agree to work in alignment with the agency's core values.
- Maintain a working knowledge of laws, codes, funding requirements, and services standards that impact the programs you work within.
- Maintain necessary training identified by FOF. This includes maintaining an up to date Advanced Sexual Assault Advocate Certification.
- Maintain confidentiality of clients as defined by Iowa Code and state coalitions.
- Assist in developing and coordinating victim services to reach under-served groups within the FOF service area, including but not limited to elderly, disabled, immigrant, LGBTQ, and isolated people.
- Establish working relationships with area professionals, service providers and the community at-large while promoting a positive reputation of FOF. Assist the agency in providing public education and training.
- Maintain up to date familiarity and compliance with agency policy and procedures in order to exercise good judgment in various situations.
- Maintain accurate data and submit reports, including statistical data, as required.
- Promote a healthy work environment.
- Attend FOF staff and program meetings as scheduled.
- Perform other work assignments as requested/needed.

#### Transitions Specialist Functions

- Provide referrals to clients for supportive services in the community in which they reside.
- Manage time and schedule independently with 2 full days in shelter and 3 days working remotely throughout the region.
- Provide case management services to shelter clients, including, but not limited to those who anticipate utilizing transition services/advocacy. Assist in the development and coordination of case management services to assist shelter guests in achieving safety and self-sufficiency.
- Complete appropriate paperwork and maintain all file documentation for victims.
- Perform other work assignments as requested/needed.

### *Employment Support & Outreach*

- Provide lead employment support and/or transition advocacy for victims of domestic violence and sexual assault residing in Friends' House and throughout our 14 counties to ensure individual needs are met.
- Maintain specialized education and understanding of basic job skill training, barriers to employment, and other obstacles to housing opportunities for victims of domestic violence and sexual assault.
- Development of individualized self-sufficiency/job stability plan for program participants. Assist client in goal setting that will move participant towards self-sufficiency
- Assist participants in locating and obtaining employment.
- Provide ongoing employer education regarding domestic violence in the workplace.
- Educate employers (including supervisors, worksite security officers, and staff) about domestic and sexual violence, dating violence, stalking, sexual harassment, workplace violence and creating a trauma-informed workplace including cultural considerations that may impact certain populations.
- Maintain local partnerships with human resource offices at worksites to provide support, consultation, and policy feedback regarding violence in the workplace.
- Provide credit counseling when needed.
- Utilize creative techniques, including the use of technology, to communicate with clients seeking employment across the region.
- Facilitate job skill workshops in shelter and various communities for victims.
- Collaborate with employers throughout the region to educate on dynamics of domestic violence and supporting employees.

### *Mental Health Advocacy & Outreach*

- Collaborate with hospitals, mental health service providers, and crisis centers throughout the region to identify opportunities for clients with stabilization or personal care needs. This includes support staff and/or home health nurses/aids.
- Provide individualized support to shelter guests with mental illness diagnosis and/or mental health crisis. Assist clients in need of medications or mental health intervention in exploring resources, options and referring to appropriate professionals/medical facilities.
- Maintain specialized training in mental health diagnoses, interventions, and resources.
- Assist with bringing in therapeutic interventions, support groups, and events program participants would benefit from.
- Develop relationships with providers that will increase access to holistic interventions for survivors seeking services in all 14 counties.
- Provides crisis intervention, information, and support when clients need to transfer between shelter and mental health programs and maintains communication while client is out of shelter program.

### **Position Qualifications:**

- Bachelor Degree in social work, psychology, related field **OR** combination of equivalent education and experience.
- Previous experience in the following preferred: victim services, crisis intervention, management or supervision.
- Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
- Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
- Ability to travel throughout the 14- county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
- Ability to pass state, federal, and child abuse background checks.

### **Employee Signature:**

I have reviewed and understand all the information contained in this job description and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Friends of the Family.

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Signature

Date