

PROGRAM SPECIALIST (DOMESTIC VIOLENCE SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for assisting with the administration, coordination and implementation of comprehensive service delivery system (exclusive of residential services) for victims of domestic violence and their families including help line services; public information and referral; advocacy; counseling; and community education and outreach. This involves a great deal of public contact and community liaison. Supervision may be exercised over support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides crisis intervention services to victims of domestic violence and their families by means of a Help-line and maintains confidential records of callers;

Establishes liaison with community agencies and their staff as a referral resource system to provide readily accessible services to victims in emergency situations. Acts as advocate for victims and their families in locating and securing needed services;

Provides individual and group counseling and referral services, both in response to crisis and as follow up over a period of time to insure adequate support is received;

Acts as liaison with the Westchester Coalition of Family Violence Agencies to coordinate and organize community education and outreach sources in local schools, police departments, community groups, social agencies, the media and other services;

Acts as liaison with the Task Force on Rape and Sexual Assault including assisting victims with eligibility and reporting requirements;

Acts as liaison between victims and the Department of Social Services in the development and implementation of coordinated services;

Monitors contracts with shelters and other service delivery agencies to insure compliance with program goals and objectives;

Prepares and delivers public relations and community education services;

Identifies and conducts outreach with target groups not usually reached;

Prepares reports and maintains confidential files needed to document service delivery;

Participates in securing funding sources to insure continuation of service delivery;

Uses computer applications or other automated systems such as spreadsheets, word-processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the techniques used in providing information and referral services; good knowledge of issues and problems faced by victims of violence and their families and available resources to meet their needs; ability to conduct individual and group counseling sessions; ability to communicate effectively both orally and in writing; ability to research and mobilize support services; ability to relate well with people of diverse cultural, economic and social background; ability to work well with people in crisis, the public and agency staff; ability to use computer applications such as spreadsheets, word processing, e-mail, and database software; initiative; resourcefulness; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and either (a) two years of experience in the field of Human Services, two of which must have been in the area of social or legal counseling; or (b) a Master's Degree* in the field of Social Work, Psychology, Human Services, Public Administration, Education, or Guidance and one year of experience as stated above in (a); or (c) a satisfactory equivalent combination of the foregoing training and experience.

*SPECIAL NOTE: Education beyond the secondary must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York.