



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	485-4200-003 485-4200-010 485-4200-017	Last Revised:	06/14/2013
Part Time:	485-4500-003		
Position Title:	Domestic Violence Intake Worker	Department:	Public Safety
Reports to:	DV Program Manager	Division:	Operations

Primary Function: Coordinates all intake aspects of the Tribe's Domestic Violence/Sexual Assault program. Performs related administrative duties in support of this program. Performs various intake functions for domestic violence/sexual assault victims, including emotional support, crisis counseling outlining a plan of action, identifying community resources, case management, transportation to and from community organizations, accompany client to court, and post-crisis case work services.

- Job Duties and Responsibilities:**
- Works with law enforcement, court system, prosecutor, Office of Attorney General, service providers and Cherokee Domestic Violence Committee to identify and resolve issues involving the enforcement of domestic violence/sexual assault laws.
 - Maintains all client files for the Tribal Domestic Violence Program.
 - Attends meetings with other tribal departments, outside agencies, and community, takes minutes, makes copies, maintains files, and prepares correspondence as required.
 - Maintains all necessary forms and supplies for the daily operation of the program.
 - Links clients to other tribal, state, and county programs and advocate for the client services if necessary.
 - Responds to emergency calls in a timely manner.
 - Takes documentary photos as required.
 - Assists clients to arrange for relocation, shelter placement, and other needs.
 - Transports clients to court, state agencies, and other tribal and community resource agencies.
 - Provides follow-up casework services to promote viable alternatives and sustainable changes in personal, emotional, and economic resources necessary to reduce risk of re-victimization.
 - Performs job duties according to established safety guidelines and tribal policies.
 - Teaches and monitors light household management duties to the clients (i.e. sweeping, mopping, dusting) to maintain shelter cleanliness.
 - Must be able to work holidays and weekends, as the Walkingstick shelter is a 24-hour women's and children's shelter.
 - Assists with DV issues if requested during work schedule.

Education /Experience: A high school diploma or GED is required. At least two years of work experience in office management/administration within a social service agency, or two years of related work experience in the area intake assessments, case management, crisis counseling or pastoral counseling. Three to six months would be required to become proficient in most phases of the job.

- Job Knowledge:**
- Must have knowledge of the social issues surrounding domestic violence and sexual assault on the Qualla Boundary.
 - Must have knowledge of the court system (civil and criminal), services available to victims of

domestic violence and sexual assault, and general office procedures.

- Must have knowledge of tribal personnel policies.
- Must be able to operate a computer, calculator, telephone, copy machine, facsimile, postal machine, and other office equipment as required.
- Must have the ability to write routine correspondence and generate standard reports.
- Requires the ability to organize work, deal effectively with the public, other tribal departments, and outside agencies.
- Must be able to respond to emergencies, provide crisis counseling and emotional support, and facilitate stabilization of traumatized persons.
- Must have the ability to deal with emotional issues and be able to listen well.
- Must communicate effectively both verbally and in writing, follow instruction, work independently, and as a member of a group.
- A working knowledge of Cherokee culture and tribal operations is preferred. Indian preference will be given.
- Must possess a valid, unrestricted North Carolina Driver's License.

Contact with Others:

Has frequent contact with funding agencies, Tribal Finance Office, clients, law enforcement, court system and community in person, by phone, and at multiple locations. The nature of the work requires a high degree of tact, courtesy, responsiveness, follow through, confidentiality and professionalism.

Confidential Data:

Has access to departmental records, budget information, files, memorandums, statistics, grants, juvenile information, correspondence, and court proceedings, all of which would be considered confidential. Must adhere to all tribal and departmental confidentiality policies and procedures.

Mental /Visual /Physical Effort:

Close concentration and attention to detail is required while performing most duties of the job. The employee is subject to frequent interruptions, both by phone and in person, which require varied responses with each contact. The duties of this job will be performed both in and outside a normal office environment and will routinely require standing, walking, sitting, kneeling, reaching, speaking, seeing, and hearing. The job will occasionally require moving up to 10 pounds.

Environment:

Works in normal business office/court house environment while performing most job duties. At times, will be required to accompany client to various locations where there could be exposure to traffic and extremes in weather conditions.

Responsibility for Accuracy:

Coordination of tribal domestic program, bookkeeping procedures used to monitor grant money, and meetings/discussions with clients, law enforcement, and community requires a high degree of accuracy and follow through. Undetected errors could have a major impact on viability of the domestic violence program. Review of work following established procedures, protocol, follow through, proofing, etc., shall be required to prevent most errors.

Resourcefulness & Initiative:

Follows procedures and guidelines in job duties with minimal supervision. Problem solving and initiative are required to handle multiple projects simultaneously.