



Eastern Band of Cherokee Indians

DOMESTIC VIOLENCE INTAKE TECHNICIAN

Position Description

Program:	Domestic Violence	Reports to:	Manager - Domestic Violence & Sexual Assault
Division:	Public Health & Human Services	Position Number:	948542010; 948542018
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	9	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

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.

ESSENTIAL DUTIES, FUNCTIONS, & 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.
- Interacts with clients through family interaction activities example: cooking dinner with and/or for clients, participating with clients in art projects/cultural art classes).
- Maintains efficient records of shelter clients and external clients including but not limited to data entry for all services delivered to clients.
- Must acquire knowledge of local court systems (civil and criminal), services available to victims of domestic violence, sexual assault, and stalking.
- Must be able to perform general office procedures to assist clients with civil documents pertaining to domestic violence, sexual assault, and stalking.
- 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.

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- 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 Walking stick shelter is a 24-hour women's and children's shelter.
 - Assists with DV issues if requested during work schedule.

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Education: High School Diploma or GED Equivalent required.

Licenses & Certifications: Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must have knowledge of the social issues surrounding domestic violence, sexual assault, stalking, dating violence and/or human trafficking within EBCI Tribal Territories, North Carolina counties, Federal and NC State properties within the region.
- Must have knowledge of the court system (civil and criminal), services available to victims of domestic violence and sexual assault, stalking, dating violence, human trafficking and general court procedures associated with criminal and civil crime matters pertaining to those victims.
- Must have knowledge of Tribal personnel policies.
- Must be able to operate necessary office equipment including but not limited to a computer 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.
- Maintains efficient records of shelter clients including but not limited to data entry for all services delivered to clients.
- Three to six months would be required to become proficient in most phases of the job.

Safety/Accuracy Focus:

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.

Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner. Interacts with clients through family interaction activities (Example: cooking dinner with and/or for clients, participating with clients in art projects/cultural art classes). 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.

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Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Follows procedures and guidelines in job duties with minimal supervision. Problem solving and initiative are required to handle multiple projects simultaneously.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. 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.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: Works in normal business office/courthouse 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.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. 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 50 pounds. Job will occasionally require light and/or heavy-duty cleaning of client rooms and client shared space. Job may require the operation of small equipment dependent upon weather conditions and outreach activities initiated by the program (for example: gardening or sewing).

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 “Indian Child Protection and Family Violence Prevention Act.”

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

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ACKNOWLEDGMENT

I have reviewed the content of the **Domestic Violence Intake Technician** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date