



Client Services Specialist Position Description

The Orange County Rape Crisis Center's mission is to stop sexual violence and its impact through support, education, and advocacy. We envision a just and equitable world free of sexual violence and all other forms of oppression. Our values include professionalism, excellence, accessibility, social justice, community involvement, self-care, and empowerment.

The Client Services Specialist position is considered full time exempt in accordance with the Fair Labor Standards Act at 40 hours per week. The position requires regular hours as well as frequent evenings, on call shifts, and weekends.

Responsibilities:

1. Provide direct services to English- and Spanish-speaking clients in the office and through the 24-Hour Help Line, including providing staff-on-call phone coverage.
2. Provide supportive, trauma-informed crisis response and case management services (including but not limited to safety planning, and support for sexual violence protective order preparation) to individuals impacted by sexual violence.
3. Provide appropriate resources and referrals to meet the needs of individuals and families in crisis.
4. With the support of other Client Services Team, serve as the Center's primary legal advocate, accompanying clients to court appointments, aiding them in navigating the criminal justice process and providing support to clients while completing legal forms.
5. Provide hospital response/advocacy as needed.
6. Assist victims in filing for victims compensation as needed.
7. Conduct client follow-up in person, via phone, and through email.
8. Facilitate Companion Training sessions as needed.
9. Assist in the provision of the agency's support group program (e.g., promoting opportunities, conducting client intakes and follow-up calls, facilitating groups and workshops).
10. Facilitate a Spanish-speaking Support groups
11. Maintain client's records updated
12. Work with the Client Services Team to research and update materials to ensure effective and culturally competent response, referrals, and information for survivors of sexual violence.
13. Assist with the translation of agency materials.
14. Work as a team member with other staff and volunteers in order to achieve the mission of the Center.
15. Complete all relevant trainings and other tasks as required by the Client Services Director.

16. Maintain appropriate standards of confidentiality.

Qualifications Required:

1. Bilingual in English & Spanish.
2. Bachelor's degree in human services or a related field or equivalent experience.
3. Demonstrated effectiveness in communicating ideas clearly, both verbally and in writing.
4. Demonstration of cultural awareness, sensitivity, and competency.
5. Experience working with people from diverse backgrounds.
6. Strong organizational and problem-solving skills.

Qualifications Preferred:

1. Completion of OCRCC's 63-hour Companion Training.
2. Experience providing assistance to survivors of sexual violence.
3. Crisis intervention experience.
4. Knowledge of the criminal and civil justice processes.
5. Familiarity with community resources available for survivors of sexual violence.
6. Experience working on teams.

Reports to: The Latino Services Coordinator of the Orange County Rape Crisis Center

Hiring Range: \$13.50-16.00 per hour

Benefits: Health, life, and dental insurance; retirement investment plan; and a generous vacation and sick leave package

The Orange County Rape Crisis Center values diversity and we welcome and encourage applicants from diverse racial groups, sexual orientations, national origins, religions, ages, and disability statuses.