



Therapy Access for Underserved Communities Coordinator 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 **Therapy Access for Underserved Communities Coordinator** position is considered full time (32-40 hours/week), exempt in accordance with the Fair Labor Standards Act, and requires regular hours as well as occasional evenings and weekends. The TAUC Coordinator will work with the Community-Based Therapy Networks Coordinator (Network Coordinator) to connect uninsured/underinsured residents to high quality, trauma-informed and culturally competent therapy services free of cost, with an emphasis on creating access for historically underserved and marginalized communities, including African American/Black, Latina/o/x, LGBTQ+, and refugee communities.

The coordinator will work with two distinct networks of providers:

Pro Bono Counseling Network, which connects underinsured residents with high quality, short-term therapy that is free and designed to meet the needs of each individual, with an emphasis on dignity. Despite being housed at the OCRCC, the PBCN serves people with diverse presenting problems, including but not limited to sexual assault related issues. The PBCN is fiscally sponsored by the Orange County Rape Crisis Center and is guided by an independent Board of Directors and Advisory Council.

Trauma Focused Therapy Network, which connects survivors of sexual violence with contracted therapists to provide mid-term therapy (10-16 sessions) focused specifically on addressing acute sexual trauma.

Qualifications Required:

- Clinical License (including provisional) in therapy, social work, or counseling field
*Provisionally licensed candidates may be eligible for free clinical supervision
- Demonstrated effectiveness in communicating ideas clearly, both verbally and in writing
- Demonstrated effectiveness building trust and rapport with Black, Latina/o/x, LGBTQ+ clients and members of communities that are different from your own.
- Demonstrated understanding of unique barriers and harms that marginalized communities too often experience accessing therapy services.

- Extensive knowledge of mental health disorders, DSM-5 diagnosis and good judgment regarding treatment needs
- Crisis intervention skills
- Familiarity with the empowerment model and the needs of sexual assault survivors
- Familiarity with antiracist, anti-oppressive practice models, tools, and approaches
- Critical self-awareness, a curious and open stance, along with a growing awareness of implicit bias within self and others
- Strong interpersonal skills and ability to navigate complexities effectively and respectfully that may arise working with persons different from yourself and each other.
- Strong organizational and problem-solving skills.
- Ability to assess clinical information quickly and accurately

Qualifications Preferred:

- Experience providing assistance to survivors of sexual violence and individuals in emotional distress.
- Knowledge of area mental health agencies and programs that provide supportive services
- Experience training and supervising volunteers or employees.
- Experience working with teams and building coalitions around issues, with a knowledge of empowerment- or strengths-based practice.
- Proficient in the use of Microsoft programs including Word, Outlook, Excel.

Duties:

Outreach and Profile Building

- Collaborate with the Director of Outreach and Community Engagement and the PBCN Board to build relationships with stakeholders, especially from diverse, underserved, and marginalized communities.
- Represent the Therapy Access Program and Pro Bono Counseling Network on local committees and task forces to elevate the profile, generate referrals, and increase the trauma-care and cultural competency of the larger community.
- Communicate with community stakeholders about barriers to access and opportunities for referrals and services.
- Establish formal and informal referral partnerships with community-embedded service providers and stakeholders in key underserved communities.
- Referral to other community agencies and services based on client needs.

Client Intake and Access Support

- Provide supportive, trauma-informed, culturally competent intakes for individuals contacting the Center for therapy services for TFTR and PBCN
- Accept and screen referrals.
- Initiate client screenings to determine level and type of need and relevant therapy preferences related to provider identity, focus area, competencies, modalities, etc.
- Explain the scope and parameters of the therapy referral options available to callers based on their eligibility and availability of referrals.
- Carefully match clients with appropriate therapists and provide supported referrals.
- Conduct follow-up with clients after matching to support the match and solicit feedback.
- Assist victims in filing for victims compensation as needed.

- Connect clients with appropriate in-house or referral services as needed, including crisis counseling, ongoing case advocacy, and support groups.
- Represent the OCRCC and PBCN in ways that keep the two entities separate and distinct to callers, while prioritizing client needs.

Collaboration with Network Coordinator

- Collaborate with Network Coordinator to identify and support matches for clients seeking therapy.
- Support the Network Coordinators efforts to recruit and train therapists with a culturally responsive lens by communicating about client and community needs.
- Assist Network Coordinator to identify and/or develop trainings for network volunteer and contracted therapists in the access network on topics related to trauma stewardship and culturally responsive care for marginalized communities.

General Program Management Duties

- Network with area providers to update and enhance existing referral network.
- Maintain documentation of meetings and other communication with clients and volunteer and contracted therapists.
- Work with the Development and Communications Specialist to maintain and update Therapy Access web pages and promotional materials.
- Assist with on-going data collection of therapist hours, clients, outcomes etc.
- Provide monthly and annual year-end program updates and progress reports.
- Meet with the PBCN Board for guidance, support, collaboration, and to provide reports and feedback on PBCN therapist recruitment and matching.
- Seek supervision from appropriate sources, with assistance from members of the PBCN Board for issues that apply to the PBCN program.

General Responsibilities

- Work as a team member with other staff and volunteers in order to achieve the mission of the Center.
- Complete all relevant trainings and other tasks as required by the Client Services Director and PBCN Board.
- Serve on the agency-wide on-call rotation to support the 24 Hour phone, text and chat Helplines, which includes occasional overnight and weekend shifts.
- Maintain appropriate standards of confidentiality.

Reports to: The Client Services Director

Hiring Range: \$44000-46,000

Benefits: Health, life, and dental insurance; 30 days PTO, 12 paid Holidays, weekly self-care hours, and flexible scheduling; Wellness Stipend; access to Employee Assistance Program; hybrid (remote + onsite) work options.

The Orange County Rape Crisis Center is committed to fostering the leadership of people of color, Native people, immigrants and refugees, low-income people, LGBTQ+ and trans people, people with disabilities, survivors of sexual and/or domestic violence, and people living in the many intersections of these experiences. We strongly encourage people from these communities to apply and will not discriminate on the basis of race, ethnicity, color, socioeconomic class, gender identity, gender expression, sexual orientation, sex, religion, disability status, citizenship status, age, veteran status, or national origin.