OPEN UNTIL FILLED

Position Title: Survivor Advocate  
FLSA: Non-Exempt

Reports To: Homicide Survivor Advocacy Program Manager

Roberta's House - A Family Grief Support Center is currently seeking Survivor Advocates for our Baltimore City and Greenbelt, Prince George's County, Maryland, campuses to provide survivors of homicide with various established advocacy and support services as families affected by homicide navigate the grief and recovery process.

About Roberta's House

Roberta's House, Inc.—A Family Grief Support Center provides a safe place to address the unresolved, complicated grief of children, youth, adults, and their families who experience the death of relatives and friends. Roberta's House offers a number of customized programs related to trauma, loss, death, and grief.

ROLES AND RESPONSIBILITIES

- Initiate and conduct virtual interviews with assigned families and individual survivors of homicide
- Experience in using case management databases or service file management
- Provide quality customer service through time follow-ups, as required
- Conduct in-person home and in-office visits
- Identify, advise, and make necessary support referrals for families
- Assist with the registration and confirmation process for the assigned program registrants
- Provide crisis intervention services
- Conduct and participate in in-person and virtual facilitated family support peer support group sessions regularly and program activities along with volunteers
- Coordinate with victim services agency (local, state, federal) representatives to ensure that homicide survivors' families' needs are addressed
- Maintain appropriate case management protocols and participate in meetings established by RH
- Demonstrate ability to learn and use PENELPOE—the RH case management system
- Maintain current documentation of all case-related and community outreach activity in the RH data management systems
- Complete scheduled and program reports and evaluations
- Recommend or develop policies and procedures concerning services to families of homicide victims and make recommendations for changes that aid in the program's
efficient and effective operation

- Professional-level knowledge of Microsoft 365 and experience working in a case management database system
- Develop PowerPoint presentations
- Public speaking/presentation skill
- Collaborate with community groups to strengthen and expand the coalition (religious and faith communities, ethnic/cultural, health and human service providers, business, education, and neighborhood groups) about the RH programs
- Conduct peer support groups and assist with volunteer facilitation and reporting outcomes
- Participate and assist with community outreach and annual events hosted by RH

Education/Qualifications: Preferably a Bachelor's degree in social work, psychology, criminal justice, social work, sociology, human services, or a related field with additional training in counseling techniques, crisis intervention, victimology, homicide, or grieving issues.

Experience: Minimum of one year of experience in crisis intervention or related work with victims of crime or attempted suicide, trauma-informed care, drug/alcohol abuse, etc.

General Requirements

- A driver's license and a private vehicle are required
- Successful completion of a background investigation
- Must complete successful background inquiry, which may be required annually or as requested
- Ability to regularly work in an office environment or remotely perform work as scheduled
- Ability to have prolonged periods sitting at a desk and working on a computer
- Ability to work in extreme temperatures during agency-sponsored events
- Must be able to lift 10 pounds

Submit a resume and cover letter to the Director of Human Resources at info@insightconsultingassociates.com

Roberta's House is an equal opportunity employer regardless of race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, orientation, or other classification protected under the law.