



JOB TITLE: COMMUNITY ENGAGEMENT SURVIVOR ADVOCATE
Baltimore City or Prince George's County, Maryland
Reports To: Homicide Survivor Advocacy Lead and Program Director
FLSA Status: Non-Exempt, Full-time Salary with Benefits
Level: Staff

The Community Engagement Survivor Advocate (CESA) assists Roberta's House (RH) Homicide Survivor Advocacy Program in enhancing or developing new partnerships characterized by empathy, defined goals, and effective communication. The position is dual-focused. It provides direct services to homicide survivors navigating the grief and recovery process. It also develops partnerships with community-based organizations to help address the inequities in mental health outcomes among disenfranchised populations. RH grief support services provide a safe place for everyone to address unresolved, complicated grief.

What You Will Do:

Survivor Advocate

- Initiate and conduct interviews (in-person or virtual) with families and individual survivors of homicide within 24 to 48 hours of receiving an assignment
- Enter case data and document all work activities using the RH Penelope By Athena database management system
- Conduct required in-home visits with survivor families
- Identify, advise, and make necessary support referrals for families
- Assist with the program registration and confirmation process for assigned SAP registrants
- Provide quality crisis intervention services
- Participate in facilitated peer support group sessions regularly and other program activities
- Coordinate with victim services agency (local, state, federal) representatives to ensure that homicide survivors' families' needs are addressed
- Prepare required or ad hoc program reports and narratives as assigned
- 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
- Demonstrate professional-level knowledge of Microsoft 365 and experience working in a case management database system
- Provide quality customer service via in-person, phone, or virtual communications

Community Engagement

An empathetic passion for helping others and comfortability in engaging Baltimore's diverse communities are among the essential responsibilities of this position. The CESA possesses strong communication, time management, and problem-solving skills, which are also crucial. Outcomes include building public awareness around the importance of grief and loss as a public health imperative, including:

- Provide support and crisis intervention in school-based environments to support youth impacted by homicide
- Broaden understanding of the RH grief and loss services that the organization is addressing
- Increase people's willingness to participate in programming and give of their time through volunteerism
- Plan and execute effective outreach initiatives
- Document, prepare, and submit monthly outcome reports of community engagement initiatives
- Identify and recommend new strategies to activate RH program participants so that they are directly involved in changing views and building social advocacy among people with whom they typically do not work together.
- Play a pivotal role in building new relationships through planning, coordinating, and implementing projects in partnership with the community. These relationships include, but are not limited to, first responders, residents, local organizations, elected officials, and stakeholders
- Promote, participate, and assist with annual community events hosted by RH

What You Bring:

- Ability to learn and explain the company's programs related to trauma-informed programs
- Effectively engage in community-facing, interdisciplinary entities providing resource information and updates on RH activities, grief, and loss programs
- Ability to navigate in a fast-paced, outcome-driven, and innovative environment.
- Ability to establish and maintain sustainable relationships with community resources and providers by engaging with government agencies, non-profit and corporate entities, faith-based organizations, community centers, parks and recreation centers, schools, summer camps, youth sports leagues, etc.
- Ability to give effective presentations to audiences
- Possess creative "out-of-the-traditional box" critical thinking that helps expand the employer's presence/direct grief support services
- Highly organized, detail-oriented, and self-motivated

Qualifications

Education: A Bachelor's degree in psychology, criminal justice, social work, sociology, human services, public administration, or a related field with additional training in counseling techniques, crisis intervention, victimology, homicide, or grieving issues is a plus. An associate's degree with relevant experience of two years may be substituted.

Experience: One-year minimum in crisis intervention or related work with victims of crime or attempted suicide, drug/alcohol abuse

General Requirements

- Successful completion of a background investigation
- Ability to regularly work non-traditional schedules in an office environment or remotely perform work as scheduled
- Ability to work prolonged periods sitting at a desk and working on a computer and long periods of standing.
- Ability to work in extreme temperatures during agency-sponsored events
- Drive reliable transportation to reach all areas within the program jurisdiction and submit annual proof of vehicle insurance

- Must be able to lift 20 pounds
- Travel required (25% or less) outside of the commuting area)
- A driver's license and a private vehicle are required
- Other duties, as assigned

Email cover letter and resume to the Director of Human Resources, bwright@robertashouse.org

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.