



JOB TITLE: COMMUNITY ENGAGEMENT SURVIVOR ADVOCATE

Number of Positions: Two

Homicide Survivors Transformation Project and Rays of Hope Program

Baltimore City, Maryland

Reports To: Director of the Homicide Survivor Advocacy Program

FLSA Status: Non-Exempt

Level: Staff

Are you an extrovert enjoying building partnerships and interacting with a diverse population? This may be the perfect position for you. Roberta's House (RH) seeks a Community Engagement Survivor Advocate (CESA) to assist the Homicide Transformation Project and Rays of Hope programs in enhancing or developing new partnerships characterized by empathy, defined goals, and effective communication. The dual-focused position may also involve case assignments in the Prince George's County area. They provide direct services to homicide survivors navigating the grief and recovery process. In addition, the opportunity to develop partnerships with community-based organizations to help address the inequities in mental health outcomes among disenfranchised populations is vital to continual success.

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
- Adhere to the RH case management protocols and participate in meetings
- 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

- Convey empathetic passion for helping others and comfortability in engaging Baltimore's diverse communities are among the essential responsibilities of this position.
- Possess strong communication, time management, and problem-solving skills, which are also crucial
- Expand public awareness around the importance of grief and loss as a public health imperative. Advocating for RH's mission by being a strong ambassador to civic influencers, decision-makers, and the public is ongoing
- Assist with identifying direct service gaps in community resources and support the implementation of new solutions or services to close gaps
- 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 Core Competencies
- Learn and demonstrate the ability to explain Roberta's House's many customized programs related to trauma-informed programs
- Maintain a solid track record of community engagement and ability to establish new partnerships
- Accomplish other duties as assigned

What You Will Bring:

Core Competencies

- Possess insight to predict and actively engage community-facing, interdisciplinary entities providing resource information and updates on RH activities, grief, and loss programs
- Must be organized, detail-oriented, and self-motivated and directed
- Navigate in a fast-paced, outcome-driven, and innovative environment
- Interface 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.
- Skilled in developing and giving presentations to audiences
- Produce creative "out-of-the-traditional box" critical thinking that helps expand the employer's presence/direct grief support services

Qualifications:

Education: 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.

Experience: One-year minimum in crisis intervention or related work with victims of crime or attempted suicide drug/alcohol abuse. Directly related experience of five years may be substituted at the employer's discretion.

General Requirements

- Successful completion of background and drug screen checks
- 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 more) outside of the commuting area
- A driver's license and a private vehicle are required
- Other duties, as assigned

Submit a resume and cover letter to Roxanne Fuentes, Survivor Advocacy and Family Programs Director rfuentes@robertashouse.org and Dr. Gregory Branch, Vice President at gwbranch@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.