

Job Title: Bilingual Intervention Specialist (Beyond Violence Program)

FLSA Status: Non-Exempt

Hourly Rate Range: \$25-\$30/hr.

Location: Richmond

Prepared Date: 7/20/23

The Family Justice Center (the “Center”) is a warm and welcoming one-stop center for victims of interpersonal violence (IPV) -- domestic violence, sexual assault, child abuse, elder abuse and human trafficking. The Center serves victims and survivors regardless of their income, immigration status or location. The Center is a public-private partnership committed to creating a vibrant community free of coercion and fear. It supports four operating Family Justice Centers: Solano Family Justice Center in Fairfield, the West Center in Richmond, the Central Contra Costa Center in Concord, and the East Contra Costa Center in Antioch.

COVID-19 response: As the Family Justice Center provides essential services, this position will require working on-site. All employees are required to be vaccinated.

Contract Term

This position is grant-based and effective from July 2022 through June 2025.

Beyond Violence Program Description

Beyond Violence is a multifaceted violence intervention and prevention program that involves a collaboration among John Muir Health’s Trauma Services, Community Health Improvement, and Social Services departments, in partnership with local community-based partner organizations. The goal of the Beyond Violence program is to reduce violence and promote a healthy and vibrant community.

John Muir Health identifies patients over the age of 15 who are injured by any form of intentional violence (shooting, stabbing, assault, etc.) and who reside in any part of Contra Costa County. Qualifying patients are referred to a Beyond Violence Intervention Specialist (IS) from their community, who provides robust community resources in ways that support full recovery. *Please see below for IS duties and responsibilities.*

The Contra Costa Family Justice Center (Center) is currently recruiting one Intervention Specialists to serve the West County adult population and will be located in the Richmond office.

Duties and Responsibilities

Client Relations

- Work with John Muir Health Trauma Services, Community Health Improvement and Social Services teams to establish a clear referral process and ensure a connection is made with referred clients from both John Muir Walnut Creek and John Muir Concord Medical Centers.
- Establish initial contact with clients within 24 business hours of receiving a new referral, preferably via an in-person hospital visit, if able. For new referrals who have already discharged from the hospital or when it is not feasible to conduct an in-person hospital visit, contact can be made via phone.
- Maintain effective communication with each Beyond Violence client once a referral is established. This may include hospital visits, community-based or home visits, meetings at FJC, phone and/or video visits.
- Once a prospective client is enrolled; IS will conduct an initial intake assessment, provide programmatic information, and establish follow-up meetings, per program guidelines.
- Communicate with clients regularly and monitor progress in meeting established goals.
- Maintain full confidentiality of all client information and details concerning their injury, services provided and personal information.

Support Services

- Provide appropriate linkage to resources and services as needed. This may include but is not limited to: connection to California Victim Compensation Board, employment, education, mental health, medical services, immigration support, legal, housing, food, transportation, clothing and emergency funding services.
- Maintain knowledge of relevant available local resources to help provide clients and their families with tangible resources to improve their circumstances.
- Provide transportation for clients to medical and other appointments, as needed.
- Connect with the JMH Trauma Clinic and JMH Mobile Clinic for client's medical follow-up care, as needed.
- Collaborate with program Mental Health Therapist, as appropriate, to facilitate support services.
- Provide back-up support for Reception Desk when appropriate.
- Provide back-up support for Navigation when appropriate.

Collaboration

- Collaborate with Beyond Violence community-based partner organizations, which include RYSE Center, One Day at a Time, Center for Human Development and Fred Finch Youth and Family Services.
- Engage in peer relationships with other Intervention Specialists, both within FJC and with partner organizations, for peer-to-peer support.
- Collaborate and communicate regularly with JMH Trauma Services, Community Health Improvement, and Social Services staff.
- Attend all required Beyond Violence related meetings and convenings with JMH and community-based partner organizations.

Reporting

- Maintain detailed records of client interactions and outcomes using the designated reporting system, QuesGen.
- Complete an initial intake with each client; identify client needs and establish goals together. Include family or loved ones of the client in this process, as appropriate.
- Input and regularly update client needs and goals into QuesGen reporting system, and track client outcomes.

Requirements

- Selected Intervention Specialist must meet the health screening and orientation requirements applicable to all persons who provide services at John Muir Health Facilities. Selected IS must abide by all John Muir Health policies and procedures applicable to persons who will have contact with patients at a JMH Facility. This shall include, but not be limited to:
 - a) All laws, rules and regulations regarding the confidentiality of patient health information.
 - b) IS will become a contracted staff member of JMH and must obtain full clearance of JMH prior to working with clients.
 - c) Must provide proof of prior vaccinations to be cleared by JMH Employee Health Department including proof of immunity from Measles, Mumps, Rubella (MMR), Varicella, Tdap with Pertussis, Flu vaccine, Covid-19 vaccines including booster.
- Strong interpersonal skills, specifically as it relates to effectively working with diverse groups of individuals, communities, and public system stakeholders
- Exceptional communication skills
- Proficient in Microsoft Word
- Able to utilize basic computer systems including email, internet searches
- Able to document process and outcome data per program protocols
- Able to work a flexible schedule



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- Must be able to prioritize and handle multiple clients
- Able to adapt and work under pressure
- Ability to maintain the highest level of confidentiality
- Ability to work with a team in addressing individual needs
- Ability to work professionally and ethically in a multi-cultural team setting
- High School Diploma, GED or equivalent experience. Bachelor's Degree preferred
- Valid California Driver's License and reliable transportation
- Ability to pass a Drug Test

Preferred Qualifications:

- Understands public health models of violence prevention/intervention as demonstrated by two (2) years of prior related experience
- Knowledge of local community resources, established relationships with service providers, and ability to navigate across community/geographical lines
- Demonstrated sound conflict prevention, conflict de-escalation and resolution skills
- Personal and professional commitment to social and restorative justice
- Prior experience with systems involved individuals (i.e. criminal justice, child and family services, elder services systems)
- Demonstrated strong verbal communication skills; Bilingual in Spanish is preferred. Other language proficiency is helpful
- Highly organized
- Proficient in Excel

Compensation

\$25-\$30/hr. (\$48,750-\$58,500/yr.) depending on experience. We provide generous fringe benefits, including paid holidays, paid annual and sick leave, health insurance coverage, dental and vision coverages, life insurance with fully paid premiums. We also offer retirement benefits.

APPLICATION PROCESS:

To apply to this position, please submit a **cover letter and resume** to: isabella@cocofamilyjustice.org no later than September 8, 2023. Please explain in your cover letter: (a) why you are interested in the position and (b) why you believe that you are qualified for the position. **We will not review your application without a cover letter.** Please note that finalists will be asked to perform research and writing tasks.

We practice equity in all aspects of the organization and value diversity of culture, thought, and lived experiences. We seek talented, qualified individuals who will contribute to the culture of diversity and inclusion at the Family Justice Center.



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