



Employee Job Description		
Position Title: Domestic Violence/Sexual Assault Clerk		
Position ID #		
Facility: St. Croix Tribal Health Clinic		
Job Family: Health and Human Services	Comp Grade: Pay Rate	Status: PT

St. Croix Chippewa Indians of Wisconsin Leadership will strive to uphold the mission, vision, and values of the organization. They will serve as role models for staff and act in a people centered, service excellence-focused and results oriented manner.

Position Summary:

This position reports to the Domestic Violence/Sexual Assault Director and is provide direct assistance to the Domestic Violence/Sexual Assault program. The domestic violence and sexual assault program provides culturally appropriate services to DVSA survivors. Services are survivor-centered and include: address housing, food, childcare, etc. legal, system advocacy, and other support to ensure survivors are safe, stabilized, and are able to thrive.

Essential Functions:

- Complete required training, certifications, and licensing requirements
- Referrals
- On-site response
- Communicate with clients in-person, on the phone, via text, via email
- Provide transportation for clients (if needed)
- Conduct client intake
- Provide safety planning
- Provide internal and external referrals
- Arrange appointments for clients
- Advocate for culturally appropriate quality services
- Respond to client crises and assist clients in addressing crisis
- Identify and facilitate client transfer to emergency shelter or transitional housing (if needed)
- Assist clients with forms
- Obtain necessary photocopies of client documents

Domestic Violence/Sexual Assault Clerk Job Duties:

- Provide timely and professional customer service to walk-in, scheduled, and phone in clientele
- Receive and manage incoming calls for DVSA Department.
- Take messages and prioritize messaging for routing based on emergent need or timeliness of response with caseworkers and manager
- Provide information and referrals for supportive services including assisting in referral and intake process during initial call or follow up call
- Provide filing and file management for DVSA Department under direction from manager including: confidential and specialized documents from draft, notes, other documents such as: protective orders, subpoenas, photos, and other documents related to DV/SA
- Provide supportive feedback and language in a caring environment to clientele and team members
- Complete all documentation adhering to all HIPAA guidelines
- Assist with support groups for participants
- Any other duties assigned by supervisor

Note: The essential functions are intended to describe the general contents of and requirements of this position and are not intended to an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

Type of Supervisory Responsibilities: N/A

Supervisory Responsibilities: N/A

Directly Reporting to: Domestic Violence/Sexual Assault Manager

Matrix of INDIRECT Reporting: St. Croix Tribal Human Service Director

Scope and Complexity:

Interacts with all levels of management and employees; often trusted with maintaining confidentiality and relaying highly sensitive messages, and appropriate application of business operations and practices

Physical Demands/Environment Factors:

- Requires extensive sitting with periodic standing and walking
- May be required to lift up to 50 pounds
- Requires significant use of personal computer, phone and general office equipment
- Needs adequate visual acuity, ability to grasp and handle objects

- Need ability to communicate effectively through reading, writing, and speaking in person or on the telephone
- May require off-site travel

Minimum Qualifications

- Strong written and verbal skills
- Professional experience in a high emotional demand work environment, including experience with empowering versus enabling processes, and professional boundary setting.
- Previous experience working with social/human services or comparable discipline
- Knowledge of current state, federal, and local laws governing DVSA including jurisdiction issues
- Knowledge of current approaches to survivors and perpetrators including accepted language/advocacy
- Knowledge of the impact of DVSA on children and families and trauma/resiliency
- Maintain confidentiality, respect and attention to diversity with all types of communication.
- Effective and positive communication and interpersonal skills
- Possess basic computer skills (Word, Excel, etc.)

Preferred Qualifications:

- Associates Degree in Social Sciences or equivalent discipline
- Experience in case management with Native American Tribal organization and/or not-for-profit agency desirable

Native American Preference Given in Accordance with P.L. 93-638 and Amendments

EEPID	Employee Printed Name	Employee Signature	Date
Supervisor Printed Name		Supervisor Signature	Date

*These are expected to be updated regularly as responsibilities come and go, and will be used to notify employee annually. All signatures are required.