



Survivor Engagement Specialist

REST JOB DESCRIPTION

ROLE SUMMARY

REST is hiring a part-time Survivor Engagement Specialist who will provide support and guidance to survivors who receive services at our drop-in center, emergency shelter and/or residential program. This will be done through sharing personal experience of recovery and helping survivors stay engaged in REST programs as they work toward accomplishing their self-identified goals. This team member will be supervised by the Community Advocate Supervisor, but serve across multiple teams. The Survivor Engagement Specialist should have a team-centered focus with the understanding that this role is part of a larger team and may also be engaging with partners, volunteers, and community members to help each client build meaningful community support. All staff and volunteer roles within REST should enhance each client's experience and allow maximum opportunity for trusting relationships to build with survivors participating in the programs.

ROLES

- Provide peer counseling and support REST clients, drawing on common experiences, to help them to regain hope and accomplish their individual goals
- Work collaboratively with the Community Advocate, Emergency Receiving Center, House, and Integrated Health Clinic teams to ensure smooth operations of the programs, while assisting and supporting guests
- Model a holistic approach to health and recovery, including emotional, physical and spiritual well-being
- Provide a nurturing and consistent presence, while holding guests accountable by following the policies, guidelines and procedures

RESPONSIBILITIES

- Build trusting relationships with clients accessing services at REST
- Responsible for providing culturally competent care to all clients
- Maintain accurate, timely and organized records of all pertinent interactions as well as the information of guests and callers
- Model healthy communication and respond to verbal or non-verbal cues from clients in an empowering manner
- Collaborate with guests to determine their individual goals and develop plans to improve their well-being
- Follow up with Hotline calls and inquiries promptly with compassionate care
- Utilize a trauma-informed care approach when engaging with clients



- Maintain confidentiality and respect the personal information of the clients, program, and staff
- Be mindful to build a culture of cooperation and positive support
- Model healthy boundaries to avoid unhealthy dynamics like co-dependence or triangulation
- Find creative ways to focus on strengths and encourage clients in their journey toward recovery
- Participate in all necessary staff meetings and trainings
- Other duties as assigned

QUALIFICATIONS

- Self-identify as having past involvement with commercial sexual exploitation
- Demonstration of being grounded in your own recovery for at least three years
- Understanding of the various types of trauma and effects of trauma as a result of sexual exploitation
- Experience with advocacy and partnership with marginalized individuals
- Ability to respond to crisis and/or escalated behavior with calm and confidence
- Able to manage personal trauma responses in a professional manner
- Able to effectively work in a diverse workplace; be self-aware regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality and disability
- Must be able to thrive in a highly intense, and often times unpredictable, work environment
- Strong sense of self-identification, personal coping skills, emotion regulation and conflict resolution
- Able to engage in active listening and communication to relay accurate information
- Technology skills: iPhone, email; basic computer skills, Microsoft Office, Google Drive
- Active and vital relationship with Jesus and part of a supportive community outside of REST
- Employees of REST must agree with the REST statement of faith
- High School Diploma or GED
- Current driver's license and active insurance
- Ability to move freely throughout the ERC, including ascending and descending stairs
- Able to lift up to 30 pounds on occasion

Schedule: Part-time 20 hours/week, Mondays 3pm-9pm, Wednesdays 8am-2pm, and Thursdays 11am-7pm

Location: REST ERC and occasional other locations

Salary: \$18.50-19.50/hr