

Resilience
Medical Advocacy Coordinator
Job Posting

Position Title: Medical Advocacy Coordinator (full-time, non-exempt)

Reports to: Director of Advocacy Services

Salary Range: \$41,000 - \$43,000, commensurate with experience

Benefits: HMO, Dental, Vision, Life Insurance fully covered by employer. Generous Holiday, Vacation, and Sick time.

ORGANIZATIONAL BACKGROUND

Resilience (formerly Rape Victim Advocates) is an independent, not-for-profit organization dedicated to the healing and empowerment of sexual assault survivors through non-judgmental crisis intervention counseling, individual and group trauma therapy, and medical and legal advocacy in the greater Chicago metropolitan area. Resilience provides public education and institutional advocacy in order to improve the treatment of sexual assault survivors and to effect positive change in policies and public attitudes toward sexual assault. Established in 1974, Resilience now serves more than 2000 survivors of sexual violence and their loved ones annually through our main office in downtown Chicago and our community-based offices in Austin, Ravenswood, and on the Stroger Hospital campus.

GENERAL ROLE DESCRIPTION

The Medical Advocacy Coordinator is responsible for providing crisis intervention, emotional support, medical/legal advocacy, and appropriate referrals/linkages to sexual assault survivors and their significant others through the emergency department of partner hospitals, telephone crisis calls, and walk-in requests. Responsibilities also include providing institutional advocacy to the Cook County Health and Hospital System, assisting the Director of Advocacy Services in providing professional training to medical professionals, and maintaining relationships with partner hospitals. In addition to engaging partner hospitals, this position will work closely with various reproductive health clinics to provide trauma-informed trainings and resources for survivors of sexual violence. This position is part of the on-call staff rotation providing 24-hour crisis response to partner hospitals, and is an essential part of the Advocacy Services Program. This position is based out of Stroger Cook County Hospital.

RESPONSIBILITIES

- Provide in-person support, crisis intervention, and information and referrals to survivors of sexual assault and their significant others.
- Provide crisis intervention, emotional support, and medical/legal advocacy to sexual assault survivors seen in the emergency department of partner hospitals as needed.
- Maintain caseload of active clients and provide on-going medical advocacy assistance as needed (e.g. billing, pregnancy options, filing for Crime Victim Compensation, STI/HIV reminders, referrals for follow up medical treatment etc.).
- Provide on-call coverage for assigned and rotating shifts as part of the 24-hour hospital crisis response. This involves evenings and some weekends.
- Assist clients in navigating and updating information on reproductive options, including emergency contraception, abortion, and adoption.
- Provide accompaniment to medical follow-up appointments related to the assault, including but not limited to termination of pregnancy.
- Update information on resources related to pregnancy, including emergency contraception, abortion, and adoption.
- Provide support and information to significant others within the bounds of the rape crisis personnel confidentiality statute.
- Provide crisis intervention, information, and referrals via the Resilience Stroger Satellite Office through telephone and in-person contacts.
- Provide institutional advocacy, coordination, and facilitation of professional trainings to medical staff of Resilience partner hospitals (this includes regularly scheduling trainings and designating other advocacy staff to assist when necessary).
- Ensure tracking and distribution of agency CEU sponsorship for nurses.
- Coordinate and provide outreach and professional training within the Cook County Health and Hospital Systems and their communities to foster collaboration, increase sensitivity, and maintain awareness of the Satellite.

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- Coordinate and provide outreach and professional training to service providers in the Medical District community (social service agencies, CORE Center, public health clinics, etc.) to share resources and referrals.
- Coordinate outreach and professional trainings to other medical professionals in health service settings, including partner hospitals and reproductive health clinics.
- Maintain timely, accurate and complete records of all services delivered.
- Attend all staff/supervision/case consultation meetings, attend advocacy in-services, and participate in staff development activities.
- Complete monthly reports and documentation, including assisting the Director of Advocacy Services with statistical reporting.
- Participate and attend meetings/trainings for the local and statewide sexual assault coalition's institutional partners, and other agencies, as necessary.
- Update information on resources related to pregnancy, including emergency contraception, abortion, and adoption.
- Support and assist advocacy staff and volunteers with medical billing issues, abortion funding and referrals, and other client-based medical issues that arise.
- Monitor clothing stock for Resilience hospitals and consult with Director of Advocacy Services when necessary to replenish Resilience supply. Coordinate dropping off sweats to hospitals (this includes designating other advocacy staff to assist when necessary).
- Provide 7am-7pm phone support for advocates providing 24 hour crisis response twice a week.
- Maintain a working knowledge of significant developments and trends in the field of sexual assault in order to enhance the effectiveness Medical Advocacy Services.
- Perform other duties as assigned.

QUALIFICATIONS

- Strong interest/background in public health and reproductive justice.
- Exceptional educator with strong public speaking skills and experience.
- BA/BS or equivalent in public health, reproductive justice or related field.
- Minimum one year experience in public health, reproductive justice or related field.
- Bilingual (written and verbal fluency) in Spanish/English preferred.
- Strong interpersonal skills.
- Ability to objectively advocate for the needs/rights of others.
- Excellent verbal and written communication skills.
- Ability to take initiative and work independently, as well as with a team.
- Exceptional organizational and record-keeping skills.
- Positive attitude and pro-active approach to problem solving.
- Regular access to a vehicle, valid driver's license, and proof of insurance for effective service delivery.
- Previous experience working on women's and/or human rights issues, addressing sexual violence/gender-based violence, and working with diverse populations including LGBTQ communities strongly preferred.
- Completion of a minimum of 40-hours of sexual assault training within two months of hire is required; previous completion of the training is strongly preferred.
- Familiarity and/or experience working in a hospital or medical setting is strongly preferred.

Persons of color and LGBTQ persons are encouraged to apply. Resilience is an equal opportunity employer and does not discriminate on the basis of race, age, sex, gender identity, gender expression, national origin, sexual orientation, or disability in its procedures and policies.

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To Apply:

Please send your cover letter and resume:

Maria Balata, Director of Advocacy Services

Resilience

jobs@ourresilience.org

Include Medical Advocacy Coordinator and your last name in the subject line.

Please note that incomplete applications will not be considered.

No phone calls, please.