

*The mission of the Sexual Assault Response Center (SARC) in Delaware is to respond to all forms of sexual and domestic violence through specialized crisis intervention services, comprehensive prevention education programs and advocacy for the rights of victims as survivors, family members and communities. YWCA Delaware has SARC offices in New Castle County and Sussex County. Our goal is to deliver a crisis response affirming the dignity of clients and facilitating a path of resiliency and recovery for individuals whose lives have been impacted by acts of sexual violence.*

**Primary Responsibilities Include:**

- Manage 24/7 Sexual Assault Response Helpline requests for Aftercare follow-up and coordinate service calls within 48 hours.
- Develop individualized service plans for each client with connection to appropriate service resources.
- Conduct periodic quality control audits for information and referral database, service requests and data integrity.
- Coordinate with the NCC team and Aftercare functional team to ensure all available shifts are covered in a timely fashion.
- Participate in case management review meetings, and mandatory agency, department and program staff meetings.
- Maintain current stakeholder relationships, and identify opportunities to strengthen partnerships through additional service delivery or special projects.
- Review and submit all service data, and other program data as needed for outcomes reporting.

This position reports to the Chief Health and Safety Officer, Director of the Sexual Assault Response Center.

**Requirements:**

- Minimum of 3 years case management experience, working with diverse populations
- Bachelor's degree in human services or related field, plus 1-2 years' experience in similar social or human service agency/shelter or associate degree and 2 years' experience working with violence victims in target populations
- Commitment to YWCA shared values, and integrity and accountability for their own performance, and the advancement of our clients

**Job Type: Full-time, exempt. We offer a comprehensive benefits package**

**YWCA Delaware is an equal opportunity employer. We are committed to inclusivity and encourage qualified candidates from all cultures and communities to apply.**

**Qualified applicants should use this link to apply (No phone calls please):**

**<https://recruiting.paylocity.com/recruiting/jobs/Details/592482/YWCA-Delaware/Aftercare-and-Resource-Coordinator>**

*YWCA Delaware is a leading advocate for women by providing housing, violence prevention and sexual assault crisis services, financial empowerment, racial justice and youth programming. We empower women politically, financially and socially while fostering the confidence and can-do attitude needed to eliminate barriers and overcome life's obstacles. We are a statewide organization headquartered in Wilmington, Delaware. Annually we serve approximately 6,700 participants within our comprehensive programs. Our mission is to eliminate racism, empower women, stand up for social justice, help families and strengthen communities.*