Job Summary:

The goal of the SVC is to serve young children and their families by providing a safe, secure, and neutral location for visitation which will support children in regaining and maintaining a sense of themselves during stressful times. This per-diem position is responsible for providing overall safety of the children and non-custodial (visiting) parent during supervised visitation in an objective and non-judgmental manner. This position ensures that the non-custodial parent and children adhere to the requirements, expectations, and responsibilities during the visit, intervening when necessary, and completing the required Observation Report. The SVC Room Monitor provides observation and is the sole staff present during supervised visitation with the immediate support of the SVC Case Manager and SVC Security.

Job Duties (Essential Functions*)

1. Greets non-custodial parent with Case Manager and Security then waits in another area during screening.
2. Greets children and custodial parent with Case Manager then enters visitation room with children for visit duration.
3. Observes on-site visits for the Supervised Visitation Center, assessing level of intervention needed if any, serving as an observer unless intervention for participants’ safety is needed.*
4. Intervenes during the course of the visit when necessary to ensure the emotional, psychological, and physical safety of the child and non-custodial parent.*
5. Intervenes and redirects any/all inappropriate conversations/behaviors of non-custodial parent.
6. Intervenes and redirects any/all inappropriate conversations/behaviors of child and non-custodial parent.
7. Contacts the SVC Case Manager when appropriate or when in need of support; for a medical emergency, if child requests a restroom break, the non-custodial parent and/or child do not respond to interventions and, if a visit should be considered for termination upon non-custodial parent or child request or for inappropriate conversations/behaviors and/or infractions of the requirements and expectations according to the SVC policies.
8. ComPLEtes hand-written objective observation reports for each scheduled visit. The Observation Report should be completed at the end of each assigned visit and should be immediately provided to the SVC Case Manager within 48 hours.*
9. Relates any concerns regarding visit to SVC Case Manager before, during or after scheduled visit.*
10. Relates any mandated reporting issues immediately to SVC Case Manager.
11. Provides observation during virtual supervised visitation services.

Additional Responsibilities:

1. Completes and submits bi-weekly time sheets to SVC Case Manager.
2. Maintains valid certification in CPR and First Aid.
3. Participates in supervision as needed.
4. Participates in training as required by the Supervised Visitation Network and/or Department of Public Health.
5. Assists to maintain order and cleanliness of SVC Visitation Room.
6. Attend quarterly SVC Team Meetings.

Qualifications:

1. Bachelor’s Degree in Child Development, Social Work, Criminal Justice, or Communication and/or related fields or equivalent experience preferred.
2. Completes annual trainings to stay current with trends.
3. Attends occasional trainings and / or meetings off-island, as offered.
4. Knowledge of client related issues including, but not limited to, confidentiality, duty to warn, mandatory abuse/neglect reporting, child development and domestic violence.
5. Commitment to providing families with access to safe and quality visitation services.
6. Maintain appropriate boundaries when working with program participants and staff.
7. Maintain confidentiality, neutrality, and professionalism in role.
8. Multi task and work in a fast paced environment, independently and as a member of a team.
9. Maintain valid driver’s license or reliable independent transportation.
10. Work effectively with persons who have diverse styles, abilities, motivations, and backgrounds.
11. Demonstrate excellent organizational skills and follow through
12. Demonstrate a commitment to end domestic violence as a social problem and a general knowledge of the dynamics and causes of domestic violence; specifically the dynamics between an abusive partner and the victim parent and the abuser as a parent.
13. Adapt to change productively and handle other tasks as assigned.
14. Arrive to work promptly and regularly
15. Concentrate and perform accurately.
16. Work a variety of schedules, depending upon the needs of the program.
17. Work under the stress of deadlines.
18. Demonstrate strong written and oral communication skills.
19. Demonstrate proficiency, or a willingness to learn, basic computer skills and Zoom Application usage.