

Job Title: Helpline Clinician-Elder Abuse-Bilingual (Spanish/English)

Requisition ID 44184 - Posted 12/30/2020 - Medicine - Elder Abuse - NO_LOCATION - (Upper East Side)

Title: Helpline Clinician-Elder Abuse-Bilingual (Spanish/English)

Location: Upper East Side

Org Unit: Elder Abuse

Work Days: Weekdays and some weekends

Exemption Status: Exempt

Position Summary

The NYC Elder Abuse Center at Weill Cornell Medicine (NYCEAC/WCM) works with local, statewide and national partners to develop and implement innovative and collaborative approaches to the complex problem of elder mistreatment. One such approach is the Elder Abuse Helpline for Concerned Persons ("Helpline"), a confidential, non-emergency, no-cost service for family, friends, neighbors, and others who become aware that a NYC resident, 60 years of age and older, is being abused, neglected, and/or financially exploited. Concerned Persons are often distressed about the situation and can experience a wide range of related emotional and practical problems, but may not know where to turn for help.

Experienced Helpline Specialists ("Specialists") provide Concerned Persons with emotional support, information about elder abuse dynamics and dangers, crisis intervention, resources, referrals, and potential pathways for seeking assistance for the older person, and for themselves. Helpline services are provided without judgment or expectation. The Helpline will expand to serve the New York City/metropolitan area at the beginning of 2021 (including Nassau, Suffolk, Westchester, Putnam counties). Through a collaborative partnership with the Upstate Elder Abuse Center at Lifespan the Helpline will begin expansion throughout New York State in June 2021.

Reporting to the Helpline Clinical Program Supervisor, the Specialist will: 1) provide direct services to Concerned Persons via phone and email with a focus on serving people who speak Spanish, 2) help to develop public awareness materials, media strategies, and outreach coordination for the Helpline in the NYC/metro Latinx communities, and 3) provide elder abuse and Helpline trainings in Latinx and other communities as needed.

A new Helpline public awareness campaign is underway, featuring print and video materials in Spanish, Russian, Chinese, and English. Currently, the Helpline uses a language interpreter/translation service to provide services to Concerned Persons who have Limited English Proficiency (LEP).

Job Responsibilities

- Provides direct services to those who contact the Helpline through phone and internet-based approaches, including trauma informed counseling and emotional support; education; referrals; guidance with planning action steps; and safety planning.
- Maintains meticulous documentation of all calls and clinical activity in the Helpline's database system.
- Fulfills all reporting requirements including Daily Time and Activity Logs and Monthly OVS Functional Time Sheets.
- Participates in regular meetings including Elder Abuse Helpline staff meetings, case review meetings, individual supervision, NYCEAC staff meetings, and other meetings as needed.
- Participates in trainings to enhance skills and deepen knowledge in order to effectively support the work of the Elder Abuse Helpline.
- Develops an outreach strategy for publicizing the Elder Abuse Helpline's services.
- Develops materials for and coordinates outreach for the Elder Abuse Helpline including use of mixed media approaches.
- Works collaboratively with other NYCEAC staff to assist in provision of trainings about elder abuse to diverse populations that incorporate information about the Elder Abuse Helpline.
- Represents the program and the needs of concerned persons at professional and public venues, including conferences that may involve travel.
- Performs other related activities as assigned.

Education

- Master's Degree

Experience

Master's degree in social work, psychology, counseling or other related field.

Bilingual (Spanish/English), verbal and written, communication skills are required.

LMSW or LCSW preferred.

Proven skill in providing counseling services that include addressing trauma, triaging cases and rapid engagement and assessment.

Demonstrated experience with public speaking, materials development and conducting Latinx outreach.

Knowledge, Skills and Abilities

- Strong verbal and written communication skills.
- Ability to work independently and as part of a team within a fast-paced working environment.
- Excellent interpersonal skills, training and/or teaching skills, superior presentation skills, and exceptional time management and organizational skills.
- Demonstrated ability to engage in creative problem-solving and think strategically.
- Working knowledge of computer software including Microsoft Office, Word, Excel, Outlook, Power Point and proficiency in conducting internet research.
- Willingness to learn other user friendly database software utilized by the program.

Licenses and Certifications

Working Conditions/Physical Demands

Flexibility to work some evening and weekend hours, which can primarily be done remotely.

Weill Cornell Medicine is a comprehensive academic medical center that's committed to excellence in patient care, scientific discovery, and the education of future physicians in New York City and around the world. Our doctors and scientists-faculty from Weill Cornell Medical College, Weill Cornell Graduate School of Medical Sciences, and the Weill Cornell Physician Organization-are engaged in world-class clinical care and cutting-edge research that connect patients to the latest treatment innovations and prevention strategies. Located in the heart of the Upper East Side's scientific corridor, Weill Cornell Medicine's powerful network of collaborators extends to its parent university Cornell University; to Qatar, where an international campus offers a U.S. medical degree; and to programs in Tanzania, Haiti, Brazil, Austria and Turkey. Our medical practices serve communities throughout New York City, and our faculty provide comprehensive care at NewYork-Presbyterian Hospital/Weill Cornell Medical Center, NewYork-Presbyterian/Lower Manhattan Hospital, and NewYork-Presbyterian/Queens. At Weill Cornell Medicine, we work together to treat each individual, not just their conditions or illnesses, as we strive to deliver the finest possible care for our patients - the center of everything we do. Weill Cornell Medicine is an Equal Employment Opportunity Employer. Weill Cornell Medicine provides equal employment opportunities to all qualified applicants without regard to race, sex, sexual orientation, gender identity, national origin, color, age, religion, protected veteran or disability status, or genetic information.