

# VICTIM ADVOCATE/CASE MANAGER

*Area of Focus/Specialty: Volunteer Coordination*

Reports to: Executive Director

Classification: Hourly, Full-Time

Average Workweek: 40 hours Monday-Friday, 8:00am – 4:00pm

## Summary

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This position provides direct services to victims of domestic abuse and sexual violence. The position requires maintaining good working relationships with law enforcement, the court system, doctors and hospital staff, and other referring agencies. In addition, this position acts as the Volunteer Coordinator, managing all elements of CARDV's volunteer program.

## Objectives

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### Victim Advocacy

- Delivers individualized crisis intervention services through assessing risk/danger, identifying needs, active listening, safety planning, providing referrals, and formulating an action plan
- Answers the Help Line and provides crisis intervention, information, safety planning, and referrals to callers
- Offers accurate information, support, assistance, accompaniment and intervention with any aspect of the civil or criminal legal system on behalf of a victim of domestic violence (DV) and/or sexual violence (SV)
- Advocates for and accompanies victims of DV/SV the emergency room
- Uses independent judgment to screen potential clients, allocate agency resources to appropriate clients, and evaluate effectiveness of services
- Plans and implements weekly support group(s) and/or parenting class(es), as applicable
- Oversees evening/weekend staff's service provision documentation and provides follow-up and case managements services to evening/weekend staff's clients
- Contributes to training new advocates
- Assists in reviewing and updating the agency's policies and procedures annually and as needed
- Other duties as assigned

### Comprehensive Case Management

- Provides tailored case management services to link and/or develop short- and long-term resources and safety plans and to facilitate the coordination of services from multiple service providers across systems
- Develops and implements victim-defined bio-psycho-social-spiritual action plans to meet victims' full range of needs for sustainable safety
- Provides ongoing emotional support to primary and secondary victims to promote coping and utilization of professional, complex services
- Acts as a liaison between victims and all relevant professionals, programs, and informal resources involved in the overall action plan to help victims make their preferences known and secure needed services

### Volunteer Coordination

- Recruits potential volunteers through community and/or online outreach
- Screens, interviews, and selects volunteers
- Oversees volunteer training and orientation, service opportunities, and related functions
- Organizes, maintains, and implements volunteers' schedules
- Supervises volunteers' provision of service
- Maintains accurate records of volunteers and service provision
- Maintains communication with volunteers

## Qualifications

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### Education

A minimum of a Bachelor's Degree in Social Work, Psychology, Sociology, or related field preferred OR High School Diploma with at least three years of experience in victim services or related field.

### Skills and Attributes Required for Success

- Comprehensive understanding of domestic and sexual violence
- Working knowledge of website design
- Proficiency in Microsoft Office and Gmail
- Superior verbal, written, and documentation skills
- Completion of agency's 48-hour training

### Physical Requirements

- Oral Comprehension: The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression: The ability to communicate information and ideas in speaking so others will understand. Ability to communicate effectively in person, on paper, and by telephone with clients and representatives of other agencies.
- Standing or sitting for long periods, bending, stooping, occasional lifting, walking, climbing stairs, kneeling, squatting, crouching, balancing, and lifting more than 25 pounds.
- Ability, on a consistent basis, to perform work activities related to cooperation, instruction, persuasion, and speaking to others.
- Ability to communicate effectively in person, on paper, by email, and by telephone.
- Regular use of telephone and computer required.

### Personal Characteristics

- Ethical Behavior: Understand ethical behavior and business practices and ensure own behavior and that of others are consistent and align with the values of the organization.
- Respect of Diversity: Honor diversity and openness to examination of attitudes about race, gender, sexual orientation, and other attitudes that contribute to the oppression of others.
- Build Relationships: Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- Communicate Effectively: Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.

- Focus on Client Needs: Anticipate, understand, and respond to the needs of clients to meet or exceed their expectations.
- Make Decisions: Assess situations, both independently and collaboratively, to determine the importance, urgency, and risks, and make clear, timely decisions that are in the best interest of the organization and the individual.
- Commitment: Set priorities, develop a work schedule, monitor progress toward goals, and track details/data/information/activities.
- Technological Aptitude: Understand software applications and maintain skills necessary to effectively perform key responsibilities through use of programs used by organization.
- Support organization's mission

### Working Conditions

- Forty (40) hour workweek, extended hours may be required to meet deadlines
- Ability and means to travel on a flexible schedule and transport clients as needed (usually in a 30-mile radius)
- Employee may be exposed to outdoor environments and may not be protected from weather conditions.
- Employee may be exposed to moving mechanical parts, moving vehicles, or electrical current.
- The noise level in the work environment may be of sufficient noise to cause the employee to be distracted.
- Some evenings and weekends may be required based upon business demand.

### Disclaimer

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This job description is intended to describe the general nature and level of work being performed by a person assigned to this position. It is by no means an exhaustive list of all responsibilities, duties, and skills required of this employee. All personnel may be required to perform duties outside of their responsibilities from time to time, as needed.



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Authority approving job description

\_\_\_\_\_  
Date approved

By signing below, I confirm that I have read and fully understand the above and attached job description and agree to perform my duties accordingly.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date