



Victim Advocate/Case Manager Position Description

REPORTS TO: Deputy Director

AGENCY MISSION: to provide intervention and advocacy for children who are victims of, or witnesses to, crime.

AGENCY VISION: to reduce the trauma experienced by child victims of abuse and their non-offending family members through multidisciplinary intervention, advocacy, support and strong community partnerships.

POSITION OVERVIEW: The Victim Advocate/Case Manager will work as part of the victim advocate team to provide direct victim advocacy and case management to children and their non-offending family members. This position is responsible for the coordination of the Domestic Violence Witness Project and its multidisciplinary team, as well as the provision of services to adult survivors of domestic violence and their children. Additionally, a significant portion of this position will be dedicated to the development and delivery of professional trainings, as well as educational outreach in the community.

This position will remain open until filled, with first review scheduled for May 18th. Expected start date: June 25th, 2018

Responsibilities:

Victim Advocacy

- Provide immediate crisis intervention to victims in person and via phone; provide emotional support during the investigation and prosecution process
- Assess victim's needs and refer victims and their families to appropriate community services for assistance
- Act as an advocate for victims to ensure their needs are addressed within the community and criminal justice system; conferring with law enforcement officials and prosecutors on the status of cases
- Communicate in a compassionate, unbiased, trauma-informed manner
- Create and maintain case logs, documenting case activities

Domestic Violence Witness Project

- Coordinate all domestic violence cases referred to the Center.
- Work within a Multidisciplinary Team comprised of representatives from Law Enforcement, the District Attorney's office, Department of Human Services, Parole and Probation and other partner community agencies who work to collaboratively manage and prevent cases of maltreatment.
- Organize and facilitate bi-weekly DV case review meetings
- Work closely with community partners to identify needs specific to underserved populations
- Manage and maintain confidential information and paperwork

Training and Outreach

- Design and delivery of workshops and training programs for police, prosecutors and medical professionals
- Provide educational information and outreach
- Coordinate with other KF staff and partner agencies to provide in depth training opportunities for community and partner organizations.

Volunteer Coordination/Management

- Recruitment, screening, selection and training of agency volunteers
- Coordination of volunteer victim advocacy teams; assignment of volunteers; monitoring and evaluating the work of volunteers
- Daily direction and supervision of volunteers

MINIMUM QUALIFICATIONS: Bilingual English/Spanish preferred.
Bachelor's Degree or equivalent work experience required.

Knowledge of:

- Problems confronting victims of crime
- Dynamics and impact of intimate partner violence; especially in underserved communities
- Pertinent local, state and federal rules, laws and regulations, and policies and procedures
- Local public and private community resources
- Short-term crisis intervention techniques

Ability to:

- Recruit, train, motivate and supervise large groups of volunteers
- Provide advocacy by phone and in person with people from diverse backgrounds
- Speak to the public effectively and persuasively

- Organize and conduct training sessions and workshops
- Deal calmly and effectively with people in crisis
- Interact appropriately with hostile or uncooperative individuals
- Communicate clearly and concisely, both orally and in writing

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; reach with hands and arms. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 15 pounds.

WORK ENVIRONMENT: This position is based in an office setting.

COMPENSATION

Range: \$17.21-\$24.03 per hour, DOE, with a differential for bilingual.

Kids' FIRST Center is proud to offer a competitive benefit package, including but not limited to: paid time off, paid holidays, long and short term disability, employer paid health and dental benefits, and retirement match.

TO APPLY:

Please submit a resume, cover letter, and at least 3 professional references to hiring@kidsfirstcenter.net