

Crime Victim Services of Allen & Putnam Counties, Ohio
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Web site: www.CrimeVictimServices.org

JOB DESCRIPTION for VICTIM ADVOCATE

Overview of Job Description - this job description contains the following sections:

- I. **Position Summary:** a concise description of the job and its responsibilities.
- II. **Essential Functions:** a list of the job duties that are required and non-negotiable for this position, including:
 - A. **Specific Job Duties:** those tasks that comprise this unique job description;
 - B. **National Standards for Victim Assistance:** national competency standards required of all individuals who provide services to victims of crime, created by the National Victim Assistance Standards Consortium;
 - C. **Professional Work Standards:** standards of behavior and demeanor required of all employees of Crime Victim Services
- III. **Service Outcome Standards:** listing of the victim recovery outcomes driving the work of Crime Victim Services and to which each employee is to contribute in all interactions with and on behalf of victims;
- IV. **Minimum Qualifications:** minimum prerequisites for successful accomplishment of this position;
- V. **Physical Qualifications:** any physical requirements necessary to perform the job;
- VI. **Hiring Procedure:** description of the hiring and supervision procedures of this position;
- VII. **Understand and Acceptance Signing:** statement of understanding of the requirements of the position and signature of such.

JOB DESCRIPTION for VICTIM ADVOCATE

I POSITION SUMMARY: The Crime Victim Services' (CVS) Victim Advocate is responsible for assisting and advocating for victims, in the following areas: 1) Property security and personal safety; 2) Emotional and physical healing; 3) Respectful treatment, legal rights, and sense of justice; and, 4) Financial recovery and restitution. The Mission of CVS is to help **victims prevail over the trauma of victimization.**

II ESSENTIAL FUNCTIONS:

A) Specific Job Duties

The Victim Advocate is responsible for the following job duties and obligations:

- 1) Interviewing clients to determine needs and appropriate CVS or community services.
- 2) Assisting victims and the public with inquiries about the criminal justice and social service systems.
- 3) Acquiring and providing information on case status to victims and their families.
- 4) Creating and maintaining database records of victims served in the CVS Access database.
- 5) Accompaniment or attendance on behalf of victims at hearings and/or trials.
- 6) Providing direct services to victims including victim advocacy, victim impact statements, information on compensation, accurate and timely reports to justice officials, crisis counseling, emergency assistance, etc.
- 7) Assisting victims with obtaining Civil Protection Orders or Temporary Protection Orders as appropriate.
- 8) Making referrals for victims to the appropriate community organizations.
- 9) Networking with individuals and organizations in the provision and improvement of services to victims.
- 10) Providing education and information to other professionals and family members about the processes and dynamics of victim recovery during all stages of victim assistance.
- 11) Contributing to the achievement of Crime Victim Services' outcomes for victim recovery.
- 12) Providing on-call and/or backup on-call services, as required
- 13) All other tasks, as assigned, including, but not limited to public presentations.

B) National Standards for Victims Assistance

This position is required to adhere to the "National Victim Assistance Standards Consortium: Standards for Victim Assistance Programs and Providers" in the following areas:

1) Scope of Services

This position is expected to:

- a. Adhere to legal, ethical and behavioral standards of conduct in the helping relationship
- b. Know the overall services of the victim assistance system in the geographical area served
- c. Know the community's justice systems and their relation to public and private victim service programs
- d. Know other service systems that impact victims in the geographic area served
- e. Know the purpose of CVS and its place within the justice and services

systems of the community

2) Coordination Within the Community

This position is responsible for:

- a. Coordinating with individuals and organizations to address victim needs
- b. Collaborating in efforts to improve systems, laws, institutions, and policies that impact crime victims

3) Direct Services

This position is responsible for:

- a. Developing rapport and communicating effectively with victims
- b. Helping victims to identify and access appropriate resources
- c. Advocating for victims within the organization and the community
- d. Assisting victims to address their traumatic responses to victimization
- e. Using effective crisis intervention skills when confronted with a crisis situation
- f. Adequately preparing victims for interacting with justice and services systems
- g. Advocating for victims in criminal justice settings (as appropriate to program goals)
- h. Using specific interventions appropriate to the type of victimization

4) Administrative and Evaluation

This position is responsible for:

- a. Using self-awareness to monitor and enhance his/her provision of services
- b. Competently responding to diverse and underserved victim populations
- c. Managing job-related stress

5) Professional Work Standards

This position is responsible for conducting him/herself in a professional manner at all times including:

- a. Presenting a business-like demeanor and appearance in all CVS dealings
- b. Meeting all deadlines and scheduled appointments
- c. Prompt and orderly handling and storage of all paperwork & computerized data
- d. Maintaining confidentiality of victim and agency business at all times
- e. Contributing to program innovation and enhancements

III SERVICE OUTCOME STANDARDS

This position, in conjunction with the staff of CVS is responsible for assisting and advocating for victims to reach the following outcomes:

A) Property security and personnel safety

- 1) Victims' immediate security concerns met
- 2) Victims know the 3 phases of domestic violence, when appropriate
- 3) Victim focus on on-going safety needs
- 4) Victims have a better understanding of the dynamics of domestic violence, when appropriate
- 5) Victims feel physically safe

B) Emotional and physical healing

- 1) Victims feel believed
- 2) Victims have a better understanding of crisis and trauma
- 3) Victims feel they are not alone
- 4) Victims know they were a crime victim

- 5) Victims receive health treatment
 - 6) Victims receive personal support from people who know
 - 7) Victims have ability to make more informed choices
 - 8) Victims are able to access needed services
 - 9) Victims experience a decrease in crime-related symptoms
 - 10) Victims stabilize their interpersonal relationship
 - 11) Victims believe they can move on
- C) Justice process knowledge and participation**
- 1) Victims have a better understanding of the justice process
 - 2) Victims are more knowledgeable about victims' rights
 - 3) Victims have more choices in participating in the justice system
 - 4) Victims are satisfied with level of participation
 - 5) Victims believe they received justice
 - 6) Victims have a positive experience with the justice system
- D) Financial recovery and restitution**
- 1) Victims' emergency financial needs are met
 - 2) Victims' on-going financial needs met
 - 3) Victims recover financially

IV MINIMUM QUALIFICATIONS

- A) Licensed Social Worker in Ohio or Masters in Social Work or related counselor license, or, with Executive Director's permission, actively taking classes toward one.
- B) Possession of good work habits and personal traits, including, but not limited to:
 - 1) Strong interpersonal skills including the ability to work well with individuals from all backgrounds and ability level;
 - 2) Sensitivity to crime victims;
 - 3) Strong verbal and written communication skills ;
 - 4) Strong organizational skills and ability to juggle multiple tasks; and
 - 5) Sound judgement and decision making skills.
- C) Maintenance of a valid drivers license and available automobile for work use.
- D) Maintenance of Social Work License and/or the Ohio Advocate Network Registration, as applicable.
- E) Understanding and adherence to the National Victim Assistance Standards Consortium Standards for Victim Assistance Programs and Providers.
- F) Adherence to CVS's Personnel Manual (including Confidentiality Agreement and issues of record storage & destruction), Conflicts of Interest Statement, Title XIV Code of Professional Ethics, and Code of Ethics of the National Association of Social Workers, as applicable, and consent to Drug Testing.

V PHYSICAL QUALIFICATIONS:

Due to the limitations of the current CVS facilities, this position must have the ability to go up and down stairs without handicap accessibility and use non-handicap accessible bathroom, convey oneself to court and meetings, drive a car, use a phone, and use a computer.

VI HIRING PROCEDURE:

Hired and supervised by the Victim Advocate Program Supervisor. Initial probation period will last 90 days unless extended by the Executive Director.

VII UNDERSTANDING AND ACCEPTANCE SIGNING:

This description is intended to be a general statement about this job and not to be considered a detailed assignment. The employee will also perform other reasonable related duties as assigned by their supervisor and Executive Director. This job description may be modified by Crime Victim Services at any time. Crime Victim Services is an Equal Opportunity Employer.

I understand the above job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation.

I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these activities.

I have read this job description and understand that it will be a basis for evaluating my performance.

Signature

Date