

**CRIME VICTIM SERVICES**  
An Equal Opportunity Employer  
**POSITION DESCRIPTION**

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<b>Position Title:</b>	Elder Victim Advocate	<b>Name of Incumbent:</b>	Vacant
<b>Location:</b>	Allen / Putnam	<b>Employment Status:</b>	Full-Time
<b>Reports To:</b>	Elder Victim Ministry Director	<b>FLSA Status:</b>	Non-Exempt

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**Mission Statement:** To help victims prevail over the trauma of their victimization by assisting & advocating for safety, healing, justice, & restitution

**POSITION SUMMARY:**

The Elder Victim Advocate is responsible for providing direct victim services that support Job and Family Services' Adult Protective Services cases, law enforcement, partners, Probate Court and social service agencies, including but not limited to case management, visitation, spiritual advocacy, developing referral relationships, leadership of Inter-Disciplinary Teams, Elder Victim Ministry Volunteer Program coordination, Guardianship Volunteer Program coordination, public and partner education on elder abuse to service professionals and community stakeholders.

**QUALIFICATIONS:**

Completion of Bachelor's Degree in Social Work or other degrees providing eligibility for Licensure.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

Licensed Social Worker or higher licensure by the Ohio Counselor and Social Work Board or be license eligible or enrolled in an educational or supervision program leading to licensure within one year; Valid Driver's license and pass a variety of criminal, civil, and character background checks. Attain and maintain Ohio Advocate Network registration and / or National Credentialing as soon as eligible.

**EQUIPMENT OPERATED:**

Computer, printer, scanner, typewriter, telephone, copy machine, fax machine, other business office equipment, and automobile.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

The employee: works with and around chemicals found in an office environment (toner, correction fluid, etc.); ascends or descends stairs; has contact with potentially violent or emotionally distraught persons; may periodically be exposed to chemicals/fumes from cleaning products and/or paint products; may be required to carry supplies weighing up to 25 pounds; may be required to travel to/from meetings while exposed to outside environment.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

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**JOB DESCRIPTION AND WORKER CHARACTERISTICS:  
JOB DUTIES**

**ESSENTIAL FUNCTIONS OF THE POSITION:** (For purposes of 42 USC 12101)

1. Direct Services: Provide direct service to victims, including assessment for appropriate services, victim advocacy, home visits, information on compensation and VINE, crisis counseling, spiritual advocacy, emergency assistance, and assistance with obtaining civil protection orders or temporary protection orders, and all other victim services. Take responsibility for the most difficult of Elder Victim Ministry (EVM) cases while seeking to delegate some case responsibility to a matched volunteer.
2. Adult Protective Services (APS) and Law Enforcement Case Management: Develop a working referral relationship with APS and law enforcement agencies for intake and ongoing case management. Maintain protocols with APS and law enforcement agencies necessary to receive and provide referrals of cases and expand the knowledge available to each APS worker or law enforcement agent. Offer victim services and case management to APS or law enforcement-identified victims of abuse, neglect, self-neglect and/or exploitation. Refer to community resources whenever possible. Report back to referring agencies on case progress, to coordinate services and at closure.
3. Volunteer Guardianship Management: The Elder Victim Advocate acting as the VG Coordinator will recruit, screen and train volunteer guardians (VGs) in collaboration with Allen County Probate Court. Screened volunteer guardians will be trained to provide custody, support, and maintenance of the protected person consistent with the size of protected person's financial needs. The VG Coordinator will support volunteers guardians with any least-restrictive yet necessary day-to-day decision making of a personal nature, including arrangements for food, clothing, housing, medical care, and recreation for protected persons.
4. Partner Agency Case Management: Develop a working referral relationship with partner agencies for intake and ongoing case management. Maintain protocols with partner agencies necessary to receive and provide referrals of cases and expand the knowledge available to each partner agency worker. Offer victim services and case management to partner agency-identified victims of abuse, neglect, self-neglect and/or exploitation. Report back to referring agencies on case progress, to coordinate services and at closure.
5. Records Management: Document and maintain records of all activities in accordance with CVS policies and procedures. Update records to ensure accuracy and completeness. Ensure that records are maintained and kept in accordance with applicable privacy laws or other rules and regulations.
6. Emergency Financial Assistance: Submit for approval, document and maintain financial records to be accountable to emergency fund protocol requirements.
7. Surveys: Send surveys to clients and partners, as deemed appropriate, to improve the Crime Victim Services program and to inform funders and partners of the value of CVS services.
8. Mediation: As needed, contract with a mediation professional who will take leadership and provide an

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impartial party in the discussion of an at-risk or abused elder's presenting challenges. All parties, the elder, family members and support persons, will be included in this mediated conversation.

9. National Standards for Victim Assistance: Adhere to all national standards for victim assistance, advocacy and service outcome. Update professional knowledge and skills, and those of volunteers involved with the program.

10. Spiritual Advocacy: In accordance with the spirit and letter of the National Association of Social Work Code of Ethics, provide spiritual advocacy to victims as needed.

11. General EVM Staff/CVS office Duties: Assist with answering phones and door; Maintain clean office; Maintain volunteer forms and copies; Participate in EVM Staff meetings; Seek out and attend relevant trainings; Keep attendance and time sheets current; Track CVS required training hours; Contribute to EVM Facebook page, Twitter posts, and other social and print media outreach and communications.

12. EVM Volunteer Coordination: Coordinate publicity, recruitment, screening, training and supervision for a volunteer program that provides victim services, case management, spiritual advocacy and other support and assistance to elders who self-identify, are identified by EVM protocol, community professionals, law enforcement, local organizations or APS staff to be at high-risk or abused through physical, sexual, emotional and psychological abuse, neglect, self-neglect, financial exploitation and/or abandonment. Screen potential volunteers using references, background checks and face-to-face interviews. Supervise volunteers to respond to individual and organizational referrals and to provide trauma-informed care, financial and justice support services to victims. Train volunteers in victim advocacy, including such items as: assist with protection orders, liaison with investigators and provide personal and family support for non-offending care givers and family members. Coordinate services with VOCA Victim Advocates.

- a. Recruitment and Retention Duties: Develop annual Volunteer Recruitment and Retention Plan; Participate in all activities outlined in plan; Respond to all interested volunteer requests; Plan and execute Volunteer Orientation; Schedule all new Volunteer interviews; Schedule fingerprinting; Enter and maintain Volunteer data into Excel spreadsheet; Maintain Volunteer files; Maintain Volunteer Contact List; Order new Volunteer badges; Print Certificates of Training Completion; Plan new Volunteer gifts; Plan and execute annual Volunteer Recognition event; Send monthly birthday cards to all Volunteers; Send other cards (get well, sympathy, etc.) as needed.
- b. Assignment Duties: Assign Volunteers to cases; Accompany Volunteers on initial home visits; Follow up with clients and volunteers to ensure an effective match. Assist appointed Volunteers in providing victim services and personal support assistance, including but not limited to grocery shopping, banking, and transportation to medical appointments.
- c. Training Duties: Communicate training schedule to new Volunteers; Maintain and oversee annual Volunteer training requirements; Facilitate any make-up training dates/make-up work; Assist with planning annual in-service training calendars; Coordinate and lead assigned in-service trainings; Maintain, Edit and compile Pre-Service Training manual as needed.

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- d. Ongoing Case Management: Oversee cases assigned to EVM Volunteers; Enter case data into Access; Communicate all case mail/case notices/phone messages that are handled in CVS office to Volunteers; provide court advocacy in case-related hearings; monthly Volunteer calendar.
2. Partner Trainings: Organize trainings for financial industry professionals and other frontline victim service professionals on guardianship, power of attorney and conservatorship properties and duties.
3. Community Partnership: Assist, as needed, the criminal case development of elder victims through Sexual Assault- Multidisciplinary Action Response Team (SA-MART), Building Partnerships Initiative, Interdisciplinary Team (I-Team), and / or other case monitoring venues.
4. Public and Partner Education: Increase public awareness of elder abuse and of the Elder Victim Ministry program through a public awareness and education initiative. This includes speaking to churches, mother's clubs, civic and social service organizations. Develop and distribute educational materials throughout the county. Establish contacts, make presentations, interview with TV and radio stations, conduct trainings for law enforcement and other front-line elder service professionals. Develop Public Service Announcements and other media and social media outreach.

**OTHER DUTIES AND RESPONSIBILITIES:**

Perform any and all other related duties as assigned or directed in order to promote, further, and ensure the effective and efficient operation of Crime Victim Services.

**REQUIRED STANDARDS:**

I. *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. See attached standards for details.

I. *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 personal safety
- b. Emotional and physical healing
- c. Justice process knowledge and participation
- d. Financial recovery and restitution

**MINIMUM ACCEPTABLE CHARACTERISTICS:** (\*Indicates developed after employment)

**Knowledge of:** community organizing; trauma-informed care; solution focused approach to client counseling; interviewing; social work best practices; court advocacy; agency outcomes and quality measures; public

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relations; community resources and services; case management; national standards for victims assistance and applicable ethical standards; social services policies; policies, rules and regulations.

**Skill in:** writing; typing, word processing, use of modern office equipment; presentation software; social media; computer operation; professional networking; motor vehicle operation.

**Ability to:** lead and direct volunteers; adhere to national standards for victims assistance and applicable ethical standards; carry out instructions in written, oral, or picture form; deal with a variety of variables within a somewhat unfamiliar context; recognize unusual or threatening conditions and take appropriate action; define problems, collect data, establish facts, and draw valid conclusions; understand, interpret, and apply laws, rules, or regulations to specific situations; determine material and equipment needs; copy records precisely without error; complete routine forms; prepare routine correspondence; prepare accurate documentation; write and/or edit documents for publications; use proper research methods to gather data; communicate; respond to inquiries from public and/or officials; prepare and deliver speeches; work alone; and develop and maintain effective working relationships within CVS and among partners.

**POSITIONS DIRECTLY SUPERVISED:**

On-call personnel, interns, volunteers, service and clerical staff as assigned.