

**CRIME VICTIM SERVICES  
GUARDIAN COORDINATOR  
POSITION DESCRIPTION**

**LOCATION:** Allen County

**EMPLOYMENT STATUS:** Full-time (40 hours)

**CLASSIFICATION:** Non-Exempt

**POSITION REPORTS TO:** Elder Victim Ministry &  
Guardian Director

**POSITIONS SUPERVISED:** Interns, Volunteers, Clerical staff as assigned.

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**POSITION PURPOSE**

The Guardian Coordinator is responsible for CVS Volunteer Guardianship Program development and coordination, including but not limited to recruitment and supervision of volunteers, direct victim services, case management, visitation, justice system advocacy and supporting County Probate Court guardianship cases.

The Guardian Coordinator may also be required to cross-train as a victim advocate under Elder Victim Ministry program.

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**ESSENTIAL FUNCTIONS AND BASIC DUTIES**

- Coordinate publicity, recruitment, screening, training and supervision for a volunteer guardianship program that provides victim services, case management, justice system advocacy and other support to vulnerable adults deemed legally unable to make personal decisions for support services, food, clothing, housing, medical care, and recreation and self-identify or are identified by County Probate Court, community stakeholders, law enforcement, or Allen County Adult Protective Services to be at-risk or abused through physical, sexual, emotional and psychological abuse, neglect, self-neglect, financial exploitation and/or abandonment.
- Provide direct services to victims including assessment for appropriate services, justice system advocacy, home visits, crisis counseling, emergency assistance, and assistance with obtaining civil protection orders or temporary protection orders, and all other victim services. Oversee Volunteer Guardianships; Enter case data into CVS Database.
- Maintain protocols with Probate Court and other partner agencies necessary to receive and provide referrals of cases and expand the knowledge available to each partner. Offer victim services and case management to identified victims of abuse, neglect, self-neglect and/or exploitation. Conduct a regular check-in with Probate Court for intake and ongoing case management.
- Recruit and Retain Volunteers; Participate in all activities outlined in plan; Respond to all Interested Volunteer requests; Plan and execute Volunteer Guardian Information Sessions; Schedule all new Volunteer Guardian interviews; Conduct Reference Checks; Schedule fingerprinting; Enter and maintain Volunteer Guardian casework into CVS Database;

Maintain Volunteer Guardian files; Maintain Volunteer Guardian Contact List; Maintain and order new Volunteer Guardian supplies; Print Certificates of Training Completion; Develop annual program and performance goals, complete annual self-evaluation; Plan new Volunteer gifts; Plan and execute annual Volunteer Recognition event; Send annual birthday cards to all Volunteers; Send other cards (get well, sympathy, etc.) as needed.

- Screen potential volunteer guardians using references, background checks and face-to-face interviews. Assess applicants for capacity to implement guardianship plans, monitor support services and medical care, meet County Probate Court requirements, document case activity and conduct regular face-to-face visitations.
- Assign Volunteer Guardians with their cases. Accompany Volunteer Guardians on initial home visits; Follow up with clients and volunteers to ensure an effective match. Solicit and obtain Volunteer Guardian Monthly Reports and document report content in database. Solicit and obtain Volunteer Monthly Activities Report, process reports and submit reports to Grant Coordinator.
- Collaborate with CVS Attorney to prepare and review court documents related to applications of guardianships for Volunteer Guardian and family support cases. Provide education and support to guardians completing required annual reports to County Probate Court. File documents in person to County Probate Court, or guide guardians in the process of filing.
- Communicate all case mail/case notices/phone messages that are handled in CVS office to Volunteer Guardians; provide court advocacy in case-related hearings; update the monthly Volunteer Guardian Calendar.
- Monitor Volunteer Trainings. Communicate training schedule to new Volunteer Guardians; Maintain and oversee annual CVS Guardian Program 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.
- Collaborate with Partner Agencies. Respond to individual and organizational referrals to provide trauma-informed care, financial and justice support services to elder victims for Elder Victim Ministry program and adult victims (age 18 and older) for Volunteer Guardian Program. Train volunteer guardians in victim advocacy. Coordinate services with Court Victim Advocates.
- Provide community education, continuing education trainings and awareness of Adult Guardianship related to crime victims and for recruitment of volunteers.
- Provide support services to family guardians in managing guardianship responsibilities: provide community resources and referrals when needed; guidance to complete required annual trainings and provide CVS office space if necessary; communication to remind guardians of annual documentation deadlines.

- Maintain contact with community and government agencies to coordinate services. Report back to referring agencies on case progress or closure. Refer to community resources whenever possible. Conduct follow-up on referrals and update information.
- 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.
- Submit for approval, document and maintain financial records to be accountable to CVS emergency fund protocol requirements.
- General Program Staff/CVS office Duties: Assist with answering phones and door; Maintain clean office; Maintain Volunteer Guardianship Brochures, Forms and copies; Participate in regularly scheduled Program & Agency Staff meetings; Seek out and attend relevant trainings; Keep Brown Bear and Timesheets current; Track CVS required training hours; Contribute to CVS Volunteer Guardian social media posts. Contribute to CVS agency social media and website posts, submitting information to marketing contact.
- 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.
- Performs 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. Is also responsible for assisting and advocating for victims to reach outcomes of property security and personal safety, emotional and physical healing, justice process knowledge and participation, and financial recovery and restitution.

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## **WORK ENVIRONMENT**

The employee: works with and around chemicals found in an office environment; 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.

**Physical Requirements:** 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. While performing the duties of this job, the employee is regularly required to speak or hear, stand or sit for long periods of time, open filing cabinets, walk, stoop or bend, use hands to handle or feel and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds, occasionally lift and/or move up to 25 pounds and complete tasks requiring manual dexterity. May be required to travel to/from meetings while exposed to outside environment. Ability to drive a vehicle for travel is required for the position.

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## **QUALIFICATIONS**

Completion of Bachelor's Degree (Master's Degree preferred) in criminal justice, social work,

behavioral science, plus one (1) year experience in related human service profession, or an equivalent combination of education, training, and/or experience.

**Knowledge of:** community organizing; client counseling; interviewing; social work techniques; court advocacy; agency outcomes and quality measures; public relations; community resources and services; case management; national standards for victims assistance and applicable ethical standards; social services policies; policies, rules and regulation; CVS rules, policies, and procedures\*; CVS goals and objectives\*; CVS outcome and quality measures\*; English grammar and spelling; records management; safety practices and procedures; office practices and procedures.

**Skill in:** writing; typing, word processing, use of modern office equipment; presentation software; social media; computer operation; professional networking; motor vehicle operation; volunteer and/or group and project management; researching referral resources and educational materials; creating and presenting professional trainings; public speaking.

**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 effectively as individual and team member; 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. Collaborate as a member of the larger CVS team to best meet the needs of victims served throughout all programs.

**Licensure or Certification:** License from the Ohio Counselor, Social Worker and Marriage and Family Therapist Board preferred, or pending, or enrolled in a qualifying program to obtain licensure. Obtain Registered Advocate certification after the first year of hire.

**The above statements are intended to describe the essential functions of the job and the qualifications of the person assigned to it. They are not intended as an exhaustive list of all job duties, responsibilities, and requirements. Reasonable accommodations may be required to assist individuals with disabilities.**

**This job description does not constitute a contract of employment. Employment is "at will" and may be terminated at any time.**

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*Reviewed By: Employee's Signature*

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*Date*

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*Approval: Supervisor's Signature*

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*Date*