

**CRIME VICTIM SERVICES
ELDER VICTIM ADVOCATE
POSITION DESCRIPTION**

LOCATION: Allen County/Putnam County

EMPLOYMENT STATUS: Full-time

CLASSIFICATION: Non-Exempt

POSITION REPORTS TO: Elder Victim Ministry Director

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

POSITION PURPOSE

The Elder Victim Advocate is responsible for providing direct victim services to older adults and that supports Adult Protective Services cases, law enforcement, partners, 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, and public and partner education on elder abuse to service professionals and community stakeholders.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- **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.
- **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.
- **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. Maintain referral resources. 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.
- **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.
- **Emergency Financial Assistance:** Submit for approval, document and maintain financial records to be accountable to CVS Emergency Fund Protocol requirements.
- **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.

- **Mediation:** As needed, contract with a mediation professional who will take leadership and provide an 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.
- **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.
- **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.
- **General EVM Staff/CVS office Duties:** Assist with answering phones and door; Maintain clean office and literature racks; 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.
- **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; Maintain Volunteer files for server access and provide copies to EVM Program Director; Maintain Volunteer Contact List; Document Volunteer Proof of Insurance and Drivers Licenses Annually; 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. Oversee volunteer hours and mileage documentation.
 - 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. Enter case data into Access; communicate all case mail/case notices/phone messages that are handled in CVS office to Volunteers; provide direct services and court advocacy in case-related hearings.
 - c. **Training Duties:** Maintain and oversee initial and ongoing Volunteer training requirements; Facilitate any make-up trainings; Assist with planning annual in-service training calendars; Coordinate and lead assigned trainings; Maintain, Edit and compile Pre-Service Training manual as needed.
 - d. **Program Management:** Supervise Are You OK? Adult Crime Education Workshops and Hello Neighbor programs, with casework assigned to EVM Volunteers; Enter case data into Access on a monthly basis.
- *Partner Trainings: Organize trainings for law enforcement, senior service, financial industry professionals and other frontline victim service professionals on elder abuse, scam, identity theft and other crime related topics.*
- *Multidisciplinary Teams: Assist, as needed, the criminal case development of elder victims through Sexual Assault-Multidisciplinary Action Response Team (SA-MART), Interdisciplinary Team (I-Team), Domestic Violence Taskforce and other case monitoring venues.*
- *Public and Partner Education: Increase public awareness of elder abuse and of the Elder Victim Ministry program through*

public awareness and education initiatives as in *Are You OK? Telephone reassurance program, Adult Crime Education Workshops; and Get the Scoop on Scams Support Group*. This includes speaking to churches, clubs, civic and social service organizations. Develop and distribute educational materials throughout the county. Establish contacts, make presentations, interview with TV and radio stations, Develop Public Service Announcements and other media and social media outreach. Post to social media monthly.

- 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.

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.

QUALIFICATIONS

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

Knowledge of: case management; trauma-informed care; solution focused approach to client services; court advocacy; community resources and services; agency outcomes and quality measures; public relations; volunteer recruitment and management; community organizing; 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.

Licensure or Certification: Licensed Social Worker preferred 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.

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.

Reviewed By: Employee's Signature

Date

Approval: Supervisor's Signature

Date