

**POSITION TITLE: VICTIM ADVOCATE**

August 2022

**REPORTS TO:** Client Services Program Manager**SUPERVISES:** None**STATUS:** Non-Exempt**SUMMARY:**

Provides crisis intervention, advocacy, and case management services for general crime victims and/or victims of domestic violence, sexual assault, and/or child abuse and neglect. Completes initial eligibility and lethality assessments and works with client to develop safety plans. Works with client to understand and work towards client's desired outcomes; provides on-going support, resources, and case management as requested. Advocates for the client and provides legal rights and responsibilities information relative to legal proceedings. Provides support, advocacy, and coordination with other social services for clients. Maintains records of client contact, serves as client liaison with other service providers and prepares periodic reports and correspondence. Serves as a community resource for information regarding the impact of crimes on victims and the rights of victims.

Provides in person response, including but not limited to medical advocacy, to victims as needed. Serves victims in crisis as needed.

**GENERAL RESPONSIBILITIES:****Case Management:**

- \* Complete the initial intake with the client and/or any non-offending caregivers to assess client eligibility for services.
- \* Conduct thorough and ongoing safety and lethality screenings as needed. Works with client to develop individualized safety plans.
- \* Supports client in identifying client goals, objectives, and/or barriers. Works with client and/or outside entities to provide appropriate referrals, reduce barriers, and meet client-identified needs.
- \* Provides long-term case management as desired by client to support client's safety, health, and stability.
- \* Provide appropriate community referrals as necessary.
- \* Provide crisis intervention and on-going emotional support to client as needed.
- \* Act as a liaison between the client and all relevant professionals, programs, and informal resources; advocate for client desires and needs as requested by client.
- \* Advise client of legal rights of crime victims. Connect client with legal resources as needed. Advocate for clients in civil and criminal legal proceedings as needed. Provide support and assistance with obtaining civil protection orders as needed.
- \* Provide support and advocacy for clients at court hearings; provide clients with information and updates on legal proceedings as necessary.
- \* Provide immediate support and/or information and referral for crisis line calls; record all such calls.

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- \* Complete necessary paperwork in a timely manner to maintain documentation of client interactions, system coordination, and/or additional reportable duties
- \* Provide in person response, including but not limited to medical advocacy, to victims as needed.
- \* Serve victims in crisis as needed.

**General Duties:**

- \* Remain current on state and federal policy, requirements, laws and regulations governing program and services.
- \* Maintain systems and records that provide for the proper evaluation, control, and documentation of assigned operations.
- \* Prepare reports and correspondence as required. Attend required meetings, both internal and external, as needed.
- \* Prepare and present information regarding dynamics of victimization and impact of crimes on victims as needed in conjunction with community engagement staff.
- \* Transport clients as necessary.
- \* Perform other related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of the impact of crimes on victims, including but not limited to: dynamics of domestic violence, sexual abuse/assault, and/or child abuse.
- Knowledge of crisis intervention and advocacy principles and practices.
- Ability to prepare reports, correspondence and documentation in a timely manner.
- Ability and willingness to maintain client confidentiality.
- Ability to speak before public groups.
- Knowledge of criminal and civil judicial procedures in both Superior and District Courts.
- Knowledge of State laws regarding crimes.
- Knowledge of federal, state and local policies, procedures and regulations applicable to area of assignment.
- Ability to provide training and technical assistance to technical assistance to staff, volunteers, and community members as needed.
- Ability to analyze and evaluate client needs; provide robust, compassionate, flexible response to changing situation and barriers.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with volunteers, agency staff, community officials and the general public.
- Ability to work flexible hours.
- Ability to use a computer Microsoft Office software.

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**REQUIRED EDUCATION OR EXPERIENCE:**

A Bachelor's degree in related area of study; two years experience working in a social service agency, one of which must be in crisis intervention and advocacy counseling of victims;

**or**

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

**REQUIRED CERTIFICATIONS AND LICENSES:**

Valid driver's license in state of residence.

Auto insurance in the amount required by the State of Washington.

Access to reliable transportation.

Acceptable completion of a criminal history background check.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone, and keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting is required.
- Ability to uphold the stress of traveling.
- Regular, predictable attendance is required.

The work environment characteristics described are what is encountered while performing the essential functions of this job.

- Moderate noise (i.e. business office with computers, phone, and printers, light traffic).
- Ability to work in a confined area.
- Ability to sit at a computer terminal for an extended period.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

\* ***Denotes Essential Functions***