
POSITION TITLE: **VICTIM ADVOCATE- HELPLINE**

May 2024

REPORTS TO: Client Services Program Manager

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

Provides crisis intervention and advocacy services for general crime victims or victims of domestic violence, sexual assault, or child abuse for callers on the 24-hour Help Line after normal business hours, on weekends and/or holidays. Assists with safety planning, resources, information and referral, follow-up information, and support. Provides emotional support and information about crime victim rights. Maintains records of client or non-client caller contact.

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

GENERAL RESPONSIBILITIES:

- * Provide immediate support and/or information and referral to anyone who calls the help line; record all such calls.
- * Conduct thorough safety and lethality screening as needed. Work with the caller to develop individualized safety plans until the caller can make direct contact with staff during business hours.
- * Complete an initial interview with the caller to assess the caller's eligibility for emergency shelter services; conduct an abbreviated intake process via phone as needed.
- * Discuss options and resources with the caller; provide emotional support, validation, and encouragement.
- * Coordinate limited after-hours services for caller as needed, including but not limited to emergency shelter intake at a hotel/motel.
- * Provide in-person advocacy response to hospitals or hotel/motel locations within service area as needed and required by protocol
- * Provide crisis intervention and information to help the client in situations of crisis and conflict.
- * Record all contacts during the shift and ensure the documentation is provided to the Receptionist/Intake Coordinator on the next business day.
- * 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.
- * Attend and participate in Monthly Staff Meetings and activities.
- * Maintain required annual on-going training
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to communicate thorough details to Rural Resources Victim Services staff and/or the subsequent Help Line Advocate.
- Must be in phone service range during entire assigned shift(s). Must be primarily located in or have easy access to the Stevens/Ferry/Lincoln County service area in the event of in-person response.
- Knowledge of the impact of crimes on victims; or of the dynamics of domestic violence and conflict resolution; or the dynamics of sexual abuse/assault and the prevention of abuse.
- Knowledge of crisis intervention, de-escalation techniques, and communication strategies
- Ability and willingness to maintain client confidentiality.
- Ability to analyze and evaluate client needs and recommend appropriate resources and referrals for the situation.
- Ability to communicate effectively with staff and the general public using tact, courtesy and good judgment to provide clear explanations of program policies.
- Ability to analyze and evaluate client needs; provide robust, compassionate, flexible response to changing situations and barriers.
- Ability to communicate effectively, both orally and in writing with a well-modulated voice and good diction.
- Ability to establish and maintain effective working relationships with agency staff, community officials, service providers, and the general public.
- Ability to work flexible hours, including evenings, weekends, and holidays.
- Ability to understand and execute oral and written instructions, policies, and procedures.
- Ability to use a computer with relevant software for the position.

REQUIRED EDUCATION OR EXPERIENCE:

An Associate's degree in a related area of study; one year experience in crisis intervention, social services, or peer support;

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 for an extended period of time.

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

****Denotes Essential Functions***