

POSITION TITLE: **VICTIM ADVOCATE**

DIVISION: Victim Services

REPORTS TO: Advocate Program Manager or MDT Coordinator

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. Provides initial eligibility and psychosocial assessments, an integrated safety plan with desired outcomes, follow-up information, and support. Advocates for the client and provides legal rights and responsibilities information relative to legal proceedings. Advocates for adult victim rights in the legal system. Advocates for abused children's rights in the social service system and coordinates with the legal system. 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. Coordinates services between victims, law enforcement, prosecutors and judges.

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

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

Case Management:

- * Complete the initial interviews with the client and their family to assess the client's eligibility for services.
- * Gather relevant and useful data from the client, family, other agencies, and so on to formulate a psychosocial assessment of the client and their family.
- * Assemble and guide group discussions and decision-making sessions among relevant professionals and program representatives, the client and their family, and significant others to formulate goals and design an integrated intervention plan.
- * Monitor adherence to the plan and manage the flow of accurate information within the action system to maintain a goal orientation and coordination momentum.

- * Provide "follow-along" to the client and their family to speed identification of unexpected problems in service delivery and to serve as a general troubleshooter on behalf of the client.
- * Provide crisis intervention and information to help the client and their family in situations of crisis and conflict with service providers.
- * Provide ongoing emotional support to the client and their family so they can cope better with problems and utilize professionals and complex services.
- * Complete the necessary paperwork to maintain documentation of client progress and adherence to the plan by all concerned.
- * Act as a liaison between the client and their family and all relevant professionals, programs, and informal resources involved in the overall intervention plan to help the client make their preferences known and secure the services needed.
- * Act as a liaison between programs, providing services to the client to insure the smooth flow of information and minimize conflict between the subsystems.
- * Establish and maintain credibility and good public relations with significant formal and informal resource systems to mobilize resources for current and future clients.

Perform effectively and as a professional within the organization to be in a position to develop and modify policies and procedures affecting clients and the effectiveness of the service delivery system.

Secure and maintain the respect and support of those in positions of authority so their influence can be enlisted on behalf of the client and used, when necessary, to encourage other individuals and agencies to participate in the coordination effort.

- * Provide support and advocacy for clients at court hearings; provide clients with information on their rights and responsibilities concerning legal procedures.
- * Provide immediate support and/or information and referral to anyone who calls the crisis line; record all such calls.
- * Provide in person response, including but not limited to medical advocacy, to victims as needed.
- * Serve victims in crisis as needed.

General Duties:

- * May serve as the coordinator of either: 1) child abuse services, 2) domestic violence services, 3) sexual assault services, or 4) other general crimes services.

- * 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.

Prepare and present information regarding impact of crimes on victims including abuse/violence at community events.

Occasionally transport clients as necessary.

Perform other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- 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 and counseling principles and practices.
- Ability to prepare reports, correspondence and documentation.
- 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 volunteers.
- Ability to analyze and evaluate client needs and develop and implement corrective action to resolve problems.
- 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.

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.

* **ESSENTIAL FUNCTIONS**