

## Job Description



<u>Job Title:</u>	Advocate
<u>Department/Program:</u>	Victim Services Program
<u>Classification:</u>	Non-Exempt
<u>Status:</u>	Full Time-Regular (35 to 40 hours per week)
<u>Immediate Supervisor:</u>	Victim Services Manager
<u>Primary Job Location:</u>	New Bremen Office and other assigned work sites throughout Lewis County.

### **General Statement of Duties:**

The Victim Services program serves all crime victims with a special emphasis on domestic violence, sexual assault/abuse, and stalking. The incumbent will assist with the implementation and execution of direct services; providing crime victims with any and all direct services that will facilitate them towards healing.

### **Essential Job Functions:**

The following is a summary of the essential functions of this job. The incumbent may perform other duties, both major and minor, that are not mentioned below, and essential functions may change.

1. Provides direct services to crime victims, including but not limited to Hotline counseling, crisis intervention, accompaniment to hospitals for medical examinations, follow-up, information and referrals, advocacy, accompaniment to criminal justice offices and court, transportation, safety planning, supportive counseling, assistance with filing Family Court Petitions, NYS OVS Claim Assistance, and safe dwelling placements.
2. Serves on-call on a rotational basis, completes on-call duties and checklist, and ensures the successful operation of the crisis hotline while on-call.
  - a. If so designated, [1] assists with the recruitment, retention, scheduling, and training of hotline volunteers, [2] maintains volunteer records, and [3] completes volunteer reports.
3. Assists with community education/outreach efforts, including monthly awareness campaigns.
  - a. If so designated, [1] develops and presents educational and professional trainings to local schools, community groups, other human service agencies, etc, [2] reviews and revises educational and outreach materials for the program, and [3] documents presentations and trainings, including collecting associated surveys.
4. Performs all aspects of Office of Victims Services; including [1] providing information to victims about NYS OVS services/benefits, [2] determining eligibility and assisting crime victims with filing NYS OVS claim applications, [3] maintaining the OVS Assist Binder, and [4] completing monthly/quarterly reports and updating the OVS Manual as needed.
5. Assists in developing and facilitating domestic violence/sexual assault support groups as needed.
6. Assists with the various safe dwelling activities as assigned, including but not limited to maintenance, cleaning, organization of donations and supplies, and supply purchases.
7. Maintains confidential case notes/records for any consumers receiving direct services.
8. Coordinates specialized grant-specific tasks as assigned. (i.e. VAWA, Rape Crisis, FFV)
9. Retrieves and accurately compiles statistical data, and accurately generates reports as assigned.
10. Participates in various community focus groups or forums relevant to the Victim Services Program mission.
11. Provides administrative assistance as needed, and alerts the Victim Services Manager of any problems or suggestions regarding service provision or program issues.
12. Consistently demonstrates a commitment to Opportunities' mission, objectives and outcomes.
13. Consistently displays good work habits, initiative and enthusiasm, and invests in learning opportunities to discover, develop, and apply new skills.
14. Consistently demonstrates the ability to effectively interact with co-workers, consumers, vendors, outside agencies, and the public with emotional maturity, good judgment, tact, and courtesy.
15. Efficiently communicates, comprehends, and carries out oral and written instructions.
16. Ensures consumer confidentiality according to regulations and agency policy.
17. Properly reports all work-related accidents and completes the appropriate reports.

18. Attends all meetings and trainings as required by the agency and in compliance with grants, and actively acquires/maintains certifications and credentials necessary for performance of duties.
19. Performs other duties as assigned, including assisting other agency programs as directed.

**Qualifications:**

The following qualifications are the minimum requirements necessary to perform the essential functions of the job:

**1. Required Knowledge, Skills and Abilities:**

- Have knowledge of agency Programs as well as services available in the community;
- Have genuine concern and empathy for victims of crime, offer non-judgmental support to victims in crisis, and demonstrate knowledge of issues pertaining to victimization;
- Travel as necessary to attend meetings, conferences and trainings relevant to the job;
- Communicate effectively and accurately carry out oral and written instructions;
- Work independently and in a team setting, with the ability to manage multiple priorities;
- Have a valid driver's license with acceptable driving record.

**2. Acceptable Experience and Training:**

The incumbent must possess a High School diploma or equivalent; with a preference of relevant college coursework or experience directly related to the job requirements. Experience with Microsoft Word, Publisher, Excel and PowerPoint preferred. Successful completion of 60 hours of domestic violence/rape crisis training is required before the incumbent can provide direct services to crime victims. Compensation is relative to experience and skills listed above.

**Standards of Performance:**

The incumbent will be formally evaluated after the introductory three months, at twelve months from acquiring the job, and annually thereafter, and will be evaluated by the Victim Services Manager. The incumbent will be evaluated on competency with the essential functions of the job.

**Acknowledgement:**

I have carefully read, understand, and have received a copy of this job description. I possess the required job skills and qualifications to perform the essential functions of the job, and understand that I am held accountable for those essential job functions and will be evaluated in that regard.

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Employee Signature

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Date Signed

Revised 9/15, Authorized by:

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Scott Mathys, CEO