



WEEKEND VICTIM ADVOCATE

Reports to: Executive Director

Classification: Part-time, non-exempt

Hours: 4:30 PM Friday through 8:00 AM Monday and as needed for training, holidays, Help Line coverage

Schedule: 26 weekends per year (approximately every-other-weekend)

Summary

This position provides direct services to victims of domestic abuse and sexual violence through operating the Help Line (by being on call and carrying the Help Line cell phone) and providing in-person response to victims, as needed. The position requires maintaining good working relationships with law enforcement, the court system, doctors and hospital staff, and other referring agencies.

Objectives

Victim Advocacy

- Delivers individualized crisis intervention services through assessing risk/danger, identifying needs, active listening, safety planning, providing information and referrals, and formulating an action plan
- Provides tailored case management services to link and/or develop short- and long-term resources and safety plans and to facilitate the coordination of services from multiple service providers across systems
- Advocates for and accompanies victims of domestic and sexual violence in the emergency room and at law enforcement agencies
- Uses independent judgment to screen potential clients, allocate agency resources to appropriate clients, and evaluate effectiveness of services
- Offers information with any aspect of the civil or criminal legal system on behalf of a victim of domestic or sexual violence
- Assists in reviewing and updating the agency's policies and procedures annually and as needed
- Maintains thorough, accurate service provision and call log records
- Establishes and maintains good working relationships with daytime staff
- Carries the Help Line phone on evenings, holidays, and/or weekends
- Communicates effectively with volunteers who may operate the Help Line during the weekend

Qualifications

Education

A minimum of a Bachelor's Degree in Social Work, Psychology, Sociology, or related field preferred OR High School Diploma with at least three years of experience in victim services or related field.

Skills and Attributes Required for Success

- Comprehensive understanding of domestic and sexual violence
- Working knowledge of website design



- Proficiency in Microsoft Office and Gmail
- Superior verbal, written, and documentation skills
- Completion of agency's 48-hour training

Physical Requirements

- Oral Comprehension: The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression: The ability to communicate information and ideas in speaking so others will understand. Ability to communicate effectively in person, on paper, and by telephone with clients and representatives of other agencies.
- Standing or sitting for long periods, bending, stooping, occasional lifting, walking, climbing stairs, kneeling, squatting, crouching, balancing, and lifting more than 25 pounds.
- Ability, on a consistent basis, to perform work activities related to cooperation, instruction, persuasion, and speaking to others.
- Ability to communicate effectively in person, on paper, by email, and by telephone.
- Regular use of telephone and computer required.

Personal Characteristics

- Ethical Behavior: Understand ethical behavior and business practices and ensure own behavior and that of others are consistent and align with the values of the organization.
- Respect of Diversity: Honor diversity and openness to examination of attitudes about race, gender, sexual orientation, and other attitudes that contribute to the oppression of others.
- Build Relationships: Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- Communicate Effectively: Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
- Focus on Client Needs: Anticipate, understand, and respond to the needs of clients to meet or exceed their expectations.
- Make Decisions: Assess situations, both independently and collaboratively, to determine the importance, urgency, and risks, and make clear, timely decisions that are in the best interest of the organization and the individual.
- Commitment: Set priorities, develop a work schedule, monitor progress toward goals, and track details/data/information/activities.
- Technological Aptitude: Understand software applications and maintain skills necessary to effectively perform key responsibilities through use of programs used by organization.
- Support organization's mission

Working Conditions

- Employee must keep Help Line phone with him/her at all times and answer all calls during his/her shift.
- Employee must answer calls in a safe, private location to dedicate full attention to the caller and maintain confidentiality.



- Ability and means to travel on a flexible schedule and transport clients as needed (usually in a 30-mile radius)
- Employee must not use alcohol or other substances that might cause impairment while on duty or before work.
- Employee may be exposed to outdoor environments and may not be protected from weather conditions.
- Employee may be exposed to moving mechanical parts, moving vehicles, or electrical current.

Disclaimer

This job description is intended to describe the general nature and level of work being performed by a person assigned to this position. It is by no means an exhaustive list of all responsibilities, duties, and skills required of this employee. All personnel may be required to perform duties outside of their responsibilities from time to time, as needed.