



Advocates for Victims of Assault

Position: Bilingual Victim Advocate

Effective Date: July 10, 2020

Nature of Work:

The Bilingual Victim Advocate is responsible for providing survivor defined and trauma informed advocacy in English and Spanish. Advocacy includes providing intervention, support, and other services to individuals experiencing domestic violence and sexual assault. Some victims will speak Spanish exclusively. This position coordinates services with civil/criminal justice systems, domestic violence shelters, mental health, human services, children's programs and other area agencies. The position is also responsible for case management, coordinating various aspects of basic needs financial assistance, counseling scholarships, and other resources available to survivors. The position will interact with multidisciplinary teams to reach successful outcomes. The position will occasionally assist with organizational outreach activities and events. This position also provides direct victim services to include, but not limited to: survivor contact, advocacy, and hotline response.

Responsibilities:

- As appropriate, provide intervention, assistance, safety planning and referrals, to domestic violence and sexual assault victims through phone and in-person contacts. This position serves as the primary point of contact for victims and is supported in their work by other staff members.
- Interact with and assess victims who may be in trauma in office and other settings. Case management, demonstrate empathy, listen, and encourage victims.
- Effectively communicate in through written correspondence, oral communication, email, and by telephone in English and Spanish.
- Accompany clients to protection order hearings, other court proceedings as appropriate, crime scenes, and forensic exams as requested. Ability to remain flexible and interact with community partners and victims in other locations as needed. Provide mobile advocacy as needed.
- Network, interface, and advocate with other systems, treatment, and service provider agencies on behalf of AVA and its clients.
- Be available for crisis calls by phone or in-person for both English and Spanish-speaking victims. Ability to share on-call responsibilities with other staff members.
- To cooperate fully with law enforcement and to be aware of court policies and procedures.
- Must be available to attend out of town conferences and workshops, fundraising events on some evening and weekends.
- Assist with outreach initiatives, public speaking, presentations, and community engagement as assigned.
- Maintains accurate and current client and programmatic records, data, and statistics as required. Provides survey tools to and solicits feedback from clients and community partners through the use of tools, verbal, and written communications. Recommends programmatic changes based on feedback.
- Maintains client files, notes, communication, and other records with strict adherence to client confidentiality, legal requirements, policies, and procedures. Living and working in a relatively small community presents challenges. The ability to identify and report potential conflicts of interest to your supervisor is mandatory.

Qualifications:

- Must embrace the mission and vision of the Advocates for Victims of Assault, Inc. and understand survivor defined and trauma informed advocacy.
- Must be able to effectively communicate in English and Spanish in written and oral forms.

- Have a positive attitude, show concern for people and community, demonstrate presence, self-confidence, and good listening ability. Able to work in a small team oriented office space in routine and stressful situations.
- Effective time management skills, organization skills, and interpersonal skills.
- Previous experience planning and presenting is preferred.
- Ability to use Microsoft Office (Word, Excel, Publisher), databases, and other tracking tools.
- Possess an ability to work well under pressure, meet deadlines, and remain flexible with changing priorities.
- Must be a “self-starter” and goal oriented.
- Possess skills to work with volunteers.

Other Responsibilities:

Available for survivor accompaniment in judicial, law enforcement, and medical settings. Available for shelter-client case management as needed. Other duties as assigned by supervisor. Maintain a close working relationship with other AVA staff. Attend all required AVA meetings and community meetings as appropriate. Assist with the training of volunteers. Able to demonstrate professional conduct at all times. Successfully complete initial training and ongoing professional development. Distribution of Work: Direct Services = 80%, Administrative 10%, Outreach 10%.

Total Rewards:

Full-time position, Monday through Friday 8am –5pm, 40 hours a week starting at approximately \$40,000.00 annually. The salary range is dependent upon experience and qualifications. Benefits include paid time off and holidays, a monthly benefit stipend, an annual wellness benefit of \$200, 3% retirement savings match, and access to health insurance. Working in a dynamic organization offering varied opportunities and diverse tasks.

Education and Experience

Preference will be given to candidates with a Bachelor’s Degree or Master’s Degree in a related field (i.e. LCSW, MSW, or Criminal Justice). Previous criminal justice system, victim services, social work, or another human services experience is preferred.

Materials and Equipment Directly Used

Personal computers; calculators; digital and other copy machines; mail machines; and computer printers. Personal computer software includes: Google, Word, Excel, PowerPoint, fundraising platforms, internet and others as required. Occasional use of personal vehicle for business (mileage reimbursed at the Federal rate).

Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job function. Request for reasonable accommodation(s) must be made to the Executive Director. Advocates for Victims of Assault is an Equal Opportunity Provider.

Required Physical Activities

Primary functions require sufficient physical ability to work in an office setting, work outdoors, residences, buildings, hotels, and other locations outside of the Office. Frequent sitting, standing, walking, bending while maintaining equilibrium; fine finger dexterity and light to moderate finger pressure to manipulate keyboard controls, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils; moderate grasping to manipulate books and manuals. Employees must be able to transport themselves to and from meeting and other business requirements in an efficient manner. Vision: See in the normal vision range, close vision and distance vision with or without correction; color vision, depth perception, peripheral vision, and ability to adjust focus; vision sufficient to read computer screens and printed documents and to operate equipment. Hearing: Hear in the normal audio range with or without correction.

Work Environment

The work performed in this position is considered an essential service. AVA takes all required precautions related to COVID and continually evaluates requirements and best practices. This includes telehealth, social distancing, daily symptom checks and temperature recording, and wearing of masks when in contact with others. However, in-person contact with clients and

others is unavoidable in this position. The work environment may be indoors or outdoors depending on assignment. Occasional work outside normal business hours of Monday through Friday 8:00 a.m. to 5:00 p.m. Working from home or “teleworking” is generally discouraged and is at the discretion of the Executive Director. Work environment is professional, both team and autonomy oriented, having variable tasks and variable pace and pressure. Advocates for Victims of Assault is a pet free work environment regardless of work location.

Advocates for Victims of Assault is dedicated to the principles of equal employment opportunity. It is the policy of AVA to provide equal employment opportunity, wages, promotion and benefits and all other privileges, terms, and conditions of employment to qualified persons. AVA does not consider, sex, race, color, religion, age, national origin, sexual orientation, gender identity, handicap, veteran status or marital status in its employment decisions.

This job description is not intended to be an exclusive list of all duties, responsibilities or qualifications associated with the job. Nothing in this job description restricts Advocates for Victims of Assault’s ability to assign, reassign or eliminate duties and responsibilities of the job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes current assignment of essential functions. Those functions may change at any time as the needs of the Advocates for Victims of Assault change or for other reasons deemed appropriate by the Advocates for Victims of Assault. This job description does not constitute an employment agreement. The Resource Development Coordinator reports to the Executive Director. Currently, this position also is responsible for on-call crisis support, volunteer recruitment and retention, and administrative assistance.