



Job Description | Victim Advocate

Position Title: Victim Advocate
Supervisor: Director of Advocacy
FLSA Status: Exempt

Employment Status: Full-Time
Salary: \$40,000

The **Victim Advocate** is the agency's first point of contact for those dealing with intimate partner violence, sexual violence, or human trafficking. The Victim Advocate conducts intakes, provides crisis intervention, case management, advocacy, safety-planning and support services. The successful candidate will be able to demonstrate an interest and understanding in the dynamics and needs of social justice and trauma-informed approach to direct client services. HopeWorks' staff, board and volunteers are invested and engaged in altering the systems and imbalances of power that maintain the status quo - including racism, poverty, and gendered violence. The successful candidate will also have an understanding of the root causes of sexual and intimate partner violence and a commitment to social justice. A successful candidate will be capable of continually prioritizing tasks and will be comfortable working in a diverse and fast-paced environment. The candidate must be self-motivated, creative, dependable and detail oriented; with excellent interpersonal, organizational, problem-solving and communication skills.

Minimum Qualifications:

- Bachelor's degree in psychology, human services, social work or related field or four years related experience
- Native or near-native fluency in Spanish, Korean, Chinese, Hindi, Urdu, Arabic or French (preferred)
- Excellent oral and written communication skills
- Passionate about the mission and philosophy of HopeWorks
- Team oriented and believes in a strengths-based and empowerment approach to providing trauma-informed services
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software
- Availability to work at least two evenings per month, as needed, to meet client needs
- Current valid driver's license and insurance, and reliable transportation to travel between the office, the hospital and other locations for meetings and trainings

Essential Duties and Responsibilities:

ADVOCACY/CLIENT CARE

- Conduct intakes for new clients by telephone or in-person and refer clients to appropriate HopeWorks and/or community services
- Provide crisis intervention services by telephone or in-person as needed
- Conduct needs assessments and provide case management and referrals as needed
- Conduct risk assessments and provide safety-planning
- Coordinate Lethality Assessment programmatic details as well as maintain statistics
- Advocate with other agencies on behalf of clients
- Respond to hospital accompaniment calls as assigned
- Conduct follow-up calls to clients as needed

PROGRAM MANAGEMENT SUPPORT

- Schedule crisis appointments for clients
- Maintain and update resource and referral lists
- Maintain up-to-date statistical information for grants and departmental reports
- Attend departmental and interdepartmental meetings to ensure quality client care
- Coordinate County Lethality Assessment Program meetings
- Attend Regional Lethality Assessment Program meetings
- Participate in regular supervision with Director of Advocacy to promote the provision of quality services
- Other duties as assigned

Competencies:

An individual should demonstrate the following competencies to perform the essential functions of this position.

Problem Solving	Identifies and resolves problems in a timely manner as well as skillfully gathers and analyzes information.
Communication: Oral and Written	Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Speaks comfortably with a diverse array of individuals and groups.
Judgment	Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely decisions.
Crisis Intervention	Responds appropriately to a client in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces mental, physical, emotional or behavioral distress.
Crisis Management	Makes sound and timely decisions under pressure. Recognizes what is most suitable in particular situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises.
Planning and Organization	Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.
Professionalism	Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.
Safety and Security	Observes safety and security procedures, and uses equipment and materials properly.
Diversity	Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, nation of origin, culture, gender identity or expression, sexual orientation, physical or mental ability, weight, health status, age or other diversity factors.
Physical Demands	The physical demands 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 functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

Apply: Applicants must submit a letter of interest and complete resume to:

Lynda King, Director of Advocacy
 HopeWorks
 9770 Patuxent Woods Dr., Suite 300
 Columbia, MD 21046
 E-mail: king@wearehopeworks.org
 Fax: 410-997-1397
NO phone calls

Resumes submitted without a cover letter will not be reviewed. The review of applications will begin immediately and continue until the position is filled. Due to the high volume of applications we receive, we will only respond to applicants whose candidacy is being considered.

HopeWorks is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, gender identity, marital status or sexual orientation, in accordance with federal and state law.