

**DISTRICT 4 HUMAN RESOURCES DEVELOPMENT COUNCIL
JOB DESCRIPTION**

TITLE: Victim Service Specialist	SUPERVISOR: Victim Services Director
PROBATIONARY PERIOD: 1 year	SUPERVISES: N/A
EMPLOYMENT HOURS: 40/Week	WEEKS PER YEAR: 52
GRADE: 13	Starting Wage: \$14.46
POSITION SUMMARY: Provide assistance and support, education, guidance in crisis, information, referral, and follow-up to primary and secondary victims of domestic and sexual violence. Increase community awareness of problems related to violence and potential solutions. Advocate for victims/witnesses through the criminal justice system. Collaborate with law enforcement, tribal authorities, justice system, social service agencies, and health care providers in response to victims of domestic violence and sexual assault.	

MAJOR RESPONSIBILITIES:

1. Contact and offer supportive services to victims referred by self, law enforcement, and other agencies.
2. Assist primary and secondary victims of crime by providing information regarding the criminal justice system and the dynamics of victimization. Provide emotional support and safety planning, and educate victims about their rights, options and obligations in the criminal justice system.
3. Assist approximately 100-125 victims and witnesses of domestic violence per year by:
 - a. Following their court cases and keeping them informed of court dates and procedures.
 - b. Assisting with filling out and filing victim's compensation claims.
 - c. Advocating safety for victims and their children.
 - d. Educating victims about the dynamics of domestic violence.
4. Assist in filling out Orders of Protection, filing them, attending hearings, preparing victims for a Permanent Order of Protection Hearing, and ensuring service of the Orders of Protection.
5. Collaborate when appropriate with Tribal domestic violence programs to ensure the safest and most effective service for Native American clients.
6. Collaborate daily with judges, prosecuting attorneys, defense attorneys, law enforcement, tribal agencies, Child Protective Services, Department of Health and Human Services, and mental health to provide more comprehensive service to victims of crime.
7. Attend child forensic interviews and monthly Multidisciplinary Team (MDT) Meetings at the Bullhook Child Advocacy Center. Provide support to the victim and their non-offending caregiver(s); and create a plan for continued contact, education, and assistance.
8. Contact and offer supportive services to victims referred by self, Schools, Child Protective Services, law enforcement, and other agencies.
9. Manage the Supervised Visitation Center, complete custodial and non-custodial parent intakes, supervise and report on visitations as scheduled.
10. Testify on behalf of victims and as an expert witness.
11. Take evidence photos as deemed necessary and be informed about evidence gathering protocol.
12. Respond to victims of rape and domestic violence at the hospital, emergency room, police station, or sheriff's office as requested by hospital staff and law enforcement.
13. Advocate for all victims of domestic and sexual violence by empowering them to speak for themselves.
14. Advocate for clients with prosecutors and attorneys through one-on-one contact, written communication, as well as meetings or hearings regarding the client.
15. Maintain confidentiality of all clients of the program, understand and follow Advocate Privilege. (Montana Code Annotated 26-1-812)

16. Be on the on call rotation, average of 1 week each month when fully staffed. Must be able to respond to a victim at any time if requested.
17. Be available via cell phone for 24 hour Crisis Line Services.

ADDITIONAL RESPONSIBILITIES:

1. Create and implement trainings directed at the short-term and long-term effects of domestic and sexual violence in victims and offer to local schools and the community.
2. Assist with training program volunteers by presenting victim advocacy, domestic violence, historical information and information on suicide prevention/intervention and various topics about Child Advocacy.
3. Identify other needs of clients, refer to appropriate services and aid them in obtaining these services, including assistance with filling out paper work.
4. Be flexible and available in providing a variety of services including child care arrangements and transportation when necessary to facilitate self-sufficiency, and attend court hearings.
5. Be familiar with all staff responsibilities and be willing to assist or fill in as needed.
6. Assist in shelter upkeep and operations as well as the donation room
7. Develop strategies for sharing knowledge and information individually and in groups from various community organizations.
8. Be able to diffuse potentially volatile situations.
9. Perform additional duties as assigned by immediate supervisor.
10. Travel is required for transporting victims and attending trainings. Willingness and ability to use own vehicle as necessary.

MINIMUM QUALIFICATIONS:

1. Within 1 year must obtain Basic Advocacy Training.
2. Within 1 year must obtain the Montana Victim Advocate Academy Training.
3. Attend the Annual Montana Children's Justice Conference and any trainings or conferences directed at victim advocacy, domestic and sexual violence, including stalking and human trafficking.
4. Must attend the Adult and Youth Mental Health First Aid Training when offered.
5. High School Diploma or equivalent (GED/HSE)
6. 2 years' experience with Domestic Violence or providing social services.
7. Must possess a valid Montana driver's license and vehicle liability insurance, must have a good driving record and meet insurability requirements for agency automobile insurance policy.

SKILLS, ABILITIES AND OTHER REQUIREMENTS:

1. Knowledge and awareness of Native American culture, family dynamics, and tribal, legal and social service systems.
2. Requires a willingness to work with people of all income levels with diversified backgrounds, including people in need of Agency services, State officials, business people, and community leaders.
3. Ability to keep accurate, complete, and thorough records, and possesses a high level of interpersonal communication skills in reading, writing, and speaking.
4. Must have access to a vehicle and hold a current license and liability insurance. Be able and willing to travel to trainings in and out of state.
5. Work well under pressure, meet multiple and sometimes competing deadlines. At all times demonstrate cooperative behavior with colleagues and supervisors.
6. Awareness of violence issues and the needs of men, women, and children.

7. Ability to interact and work well with law enforcement, social service agencies, and the criminal justice system.
8. Must be able to work independently and in a team setting, as well as collaborate with other professionals.
9. Must have knowledge regarding child development, child behavior, and age appropriate trauma care.
10. Must be available, respond to, and remain calm in crisis and high stress situations.
11. Basic computer knowledge.
12. Demonstrate a commitment to the mission of the Agency, present thoughtful recommendations and resolutions as a client's advocate; and always display integrity, honest interaction, and professional excellence.

WORKING/ENVIRONMENTAL CONDITIONS:

1. Work is primarily in an office environment. Requires moderate physical effort, moving between 5 and 50 pounds, on an intermittent basis (less than 15% of the time). Incumbent must walk, stand, bend, kneel on an intermittent basis; Sit, use hands and arms, and speak on a frequent basis. Work is in an office environment, free of excessive noise or other disagreeable elements; temperature is regulated, with less than 10 degree Fahrenheit variation.
2. Occasionally enter unfavorable houses or apartments or situations.
3. Generally dealing with extremely volatile situations.
4. Occasionally work after hours (weekends, holidays, and middle of the night) in high stress situations.

EMPLOYEE SIGNATURE: _____ **DATE:** _____

Disclaimer – all jobs are dependent upon grant funding

The Victim/Witness Advocate and Child Advocate job descriptions were combined on June 4th, 2019