

# VICTIM SERVICE SPECIALIST

Requirement of all  
Employees

## JOB DESCRIPTION

**CURRENT EMPLOYEE:** Open

**IMMEDIATE SUPERVISOR:** Executive Director

### **FAIR LABOR STANDARDS ACT (FLSA)**

Classification: Exempt status

**WORK LOCATION:** Bolivar, Leflore, Holmes, Humphreys, Sunflower and Washington County;

**SALARY RANGE:** \$38,000-\$46,000

### **VICTIMS TO BE SERVED:**



Domestic Violence;  
Dating Violence  
Stalking; and,  
Survivors of Homicide Acts

**FUNDING SOURCES:** Culturally Specific Grant – 100%

### **OVERALL ROLE**



Provide encouragement and support for all clients to achieve goals and action steps they have identified;



Provide regular check-ins with clients;



Assist in answering the 24-hour crisis hotline;



Assist with shelter monitoring;



Providing information on victimization;



Assist clients with filing victim compensations



Providing transportation for clients;



Providing information on crime prevention;



Providing information on victims' legal rights and protections;



Providing information on the criminal justice process;



Make referrals to licensed counselors for individual and group sessions;



Helping victims with safety planning;



Helping victims submit comments to courts and parole boards;



Intervening with creditors, landlords, and employers on behalf of victims;



Helping victims find shelter and transportation;


















**Background Checks:** All employees must pass child abuse and neglect central registry screening, preemployment drug testing and criminal background checks; All employees must complete a drug test during pre-screening. Employees are required to maintain confidentiality to protect victims. As a result, an extensive background check of work history and education will be conducted prior to hiring.

**Training:** All new employees are required to receive 40 hours of crisis intervention and trauma inform care training. All continuous employees are required to receive at least 20 hours of crisis intervention and trauma informed care training.










**Mandated reporters:** All employees are mandated reporters. Your work will have you in contact with vulnerable individuals and you have a legal duty to report abuse. While advocates generally keep victims' information confidential, they must legally report certain information, including threats victims make against others (or threats others make against the victim); threats of self-harm; and observed or suspected child neglect or abuse.

**Special requirements of all employees:** All contacts with clients will be kept confidential and all employees will be expected to sign a statement of confidentiality understanding that they may be terminated if confidentiality is violated. Evaluations of employees will be completed every 12 months. New hire evaluation will be every 3 months during the first year of employment.

## VICTIM SERVICE SPECIALIST

-  Works closely with Justice and Municipal Court Judges and Prosecutors in assisting victims through court;
-  Maintaining and updating client's files regularly;
-  Assist with providing food, clothes, and other necessary basic needs for clients;
-  Assist clients with attaining income by aiding with resumes, interview skills and reviewing job postings;
-  Report needed shelter repairs and emergencies immediately to the Executive Director;
-  Make referrals for legal assistance;
-  Provide emotional support for clients using compassionate, nonjudgmental communication.
-  Assist with Volunteer Services;
-  Assist with the upkeep of client's space and ensure safety at all locations;
-  Providing referrals for other services for victims;
-  Assuring that all clients are treated with respect and dignity regardless of race, ethnic background, marital status, gender, or socioeconomic background;
-  Helping to arrange funerals;
-  Notifying victims of inmates' release or escape;
-  Assist with sharing our services with other agencies;
-  Attend collaboration meetings as assigned;
-  Network with other agencies to assist in meeting the client's needs;
-  Attend regular staff meetings.

### ESSENTIAL FUNCTIONS:

-  Behave ethically and professionally;
-  Demonstrate excellent communication and typing skills;
-  Can work with diverse populations;
-  Can collaborate well with others, since they interact with professionals from many different social service and government agencies;
-  Have emotional resilience and stability since the work often involves dealing with crises;
-  Can communicate effectively both verbally and in writing
-  Maintain consistent attendance is required to assure that the client facilities' needs and survivor's needs are met.
-  Comply with all client facilities' policies, procedures, and practices
-  Comply with all policies and to uphold our standards of excellence while on assignment in the field with the client.








### Working Conditions:

The Domestic Violence Advocate must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases, and dusts. There is also the possibility of

## VICTIM SERVICE SPECIALIST

physical injury/verbal abuse from an out-of-control client and/or visitor. Frequent exposures to distressed clients, families, or visitors

### Minimum Requirement

-  Graduated from an accredited four year college/university with at least 5 years successful of full-time paid employment in domestic violence, health-related, social work, counseling or education field;
-  Ability to work independent with limited supervision;
-  Must have knowledge of the criminal justice system, the dynamics of a dysfunctional family and crisis intervention;
-  Written and oral communications/presentations;
-  Have at least 40 hours of domestic violence and/or trauma informed care training;
-  Ability to perceive individual needs of victims of domestic violence and conceptualize these needs in terms of emotional wellbeing and development of human growth and then introduce program opportunities which meet individual needs and enhance the quality of life for the clientele; and,
-  Must be a license driver

**I acknowledge receipt of this job description and understand and accept the duties and responsibilities as listed.**

\_\_\_\_\_  
Signature of Employee/Doris S Lee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor/Dr. Patricia Ann Davenport

\_\_\_\_\_  
Date