



URBAN LEAGUE OF BROWARD COUNTY

Job Vacancy Posting

Title: **Victim Advocate**
Department/Division: Program Impact/Community Justice
Team: Thrive
Supervisor: Division Manager
Revision Date: May 2022

SUMMARY:

A **Victim Advocate** performs lead-level work in the Thrive (VOCA) program. Assists crime victims through intervening actions and facilitating the use of community services on their behalf. Work is performed with considerable latitude in the use of initiative and independent judgment. Position relies on experience and exercises independent judgment to determine the best approach by using and interpreting policies and procedures.

Certification Requirement

Victim Services Practitioner certification is preferred (or must be obtained within six (6) months of employment).

CORE DUTIES AND RESPONSIBILITIES include the following:

- Provides immediate emergency relief or assistance to crime victims to include safety planning, shelter, food, medical treatment, immediate counseling and referrals, and notification to family of crime victim's condition
- Responsible for all administrative and management activities related to implementing programs.
- Hires, trains, and evaluates staff; establishes effective working relationships and lines of communication with program staff and management team.
- Completes annual performance goals and performance reviews, including introductory reviews in a timely fashion for all staff.
- Assesses and resolves operational and personnel issues within written policies and procedures.
- Maintains a working understanding and knowledge of all program contracts and operational policies and procedures
- Actively recruits and retains participants.
- Accompanies victims to court for filing and hearings; assists in filing Crime Victims Compensation forms
- Develop safety plans with the victim
- Generates service plans, conducts case management and follow-up services on victims, as required by contract. Makes case management telephone follow-up calls to victims of crimes.
- Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- Manages overall responsibility for business subsection caseload of adult or youth case management division.
- Sends letters to victims to advise them of their right to compensation if they received injuries as a result of the crime and letting them know a Victim Advocate will accompany them during court proceedings
- Attends training seminars to comply with renewal requirements for the Victim Services Practitioner designation
- Assists crime victims by providing information and referrals for services.
- Performs other duties as assigned and/or required

Education/Experience and Requirements

- Bachelor's Degree required in the field of counseling, social work, education or related human service field.
- At minimum, 2 years of direct service case management experience, preferred
- Must be knowledgeable of the legal system
- Detailed knowledge and experience in case management and documentation.
- Must be willing and flexible to work evenings, weekends, and holidays
- Must have a Victim Services Practitioner certification is preferred (or must be obtained within six(6) months of employment).
- Ability to react to crisis situations in a quick and professional manner
- Ability to express ideas clearly in both written and oral communications.
- Proficient in time management to fulfill all tasks in a timely manner adhering to program guidelines and supervisory expectations
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- Must be computer literate with familiarity utilizing client management systems
- Must have outstanding organizational skills
- Must have excellent presentation skills.
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- Positive and team-oriented attitude

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

Other

- Must have a valid Florida driver's license and reliable transportation.
- Must pass drug screening a Level 2 background fingerprinting.

Submit Cover Letter and Resume to:

hiring@ulbcfl.org