



JOB OPPORTUNITY **Navigator (Victim Advocate) – Family Justice Center**

Agency Summary: The Victim Center (TVC) is a nonprofit that serves adults and children who have experienced violent or sexual crimes. All services are free-of-charge and include 24/7 crisis intervention, daytime advocacy, prevention education, and mental health counseling.

Diversity, Equity, and Inclusion (DEI): The Victim Center believes that all people deserve to feel respected, included, and safe. We foster our commitment to equitable treatment by engaging in trauma-informed practices that support the physical and emotional safety of clients, staff, volunteers, donors, and community members who choose to walk with us.

We know that trauma stemming from violent or sexual crimes may also be compounded by past and present trauma from prejudice, bias, and discrimination. We honor each individual's journey with us as unique and self-driven. We see strength in differences. We understand that the principles of diversity, equity, and inclusion are essential to our effectiveness in fostering health and safety in our community.

TVC does not tolerate unlawful discrimination in its employment practices. No question in this application process is used for the purpose of limiting or excluding an applicant from consideration for employment on the basis of race, color, ancestry, national origin, gender identity, sex, sexual orientation, marital status, religion, age, disability, results of genetic testing, service in the military, HIV Status, or any other protected status under applicable federal, state, or local law.

Job Summary: Primary focus will be to assist victims who have experienced or witnessed domestic violence or stalking. This position may also assist, as needed, victims who have multiple victimizations or who have experienced other types of violent or sexual crime(s). Position will provide personal advocacy and support services to those who seek assistance at the Greene County Family Justice Center. This position will be responsible for working in tandem with all on-site and off-site partners of the Family Justice Center to provide victims with wrap-around care and a centralized intake process.

Reports to: Director of Advocacy and Education at The Victim Center. Will also receive site-specific instructions and guidance from the Family Justice Center's Director of Operations.

Work Location: Greene County Family Justice Center, 1418 E Pythian St., Springfield, Missouri.

Employment Status: This is a full time (40 hours per week) salaried non-exempt position.

Work Hours: 8 a.m. to 5 p.m. Monday-Friday with a one-hour lunch break. Employee may also be on-call for after-hours and weekend crisis intervention on a rotating basis with other team members.

Compensation: Salary is commensurate with experience and education. Benefits available to full-time staff include health, vision, dental, and life insurance, flexible spending accounts, and generous paid vacation, personal, holiday, and sick time. Additional flex-time or compensation

may be offered to full-time staff who participate in after-hours hotline/crisis response coverage.

Core Responsibilities: Advocacy & Crisis Intervention:

- Complete the FJC intake process with clients, including but not limited to: screening, crisis intervention, safety assessments, domestic-violence education, safety plans, order of protection assistance, and agency referrals.
- Inform victims of their Crime Victim's Rights.
- Connect victims to on site resources and/or provide referrals as appropriate.
- Refer victims to The Victim Center's counseling services, groups, or classes.
- Make necessary reports for concern of health, safety, and well-being of minors and adults over 18 with disabilities and/or persons over the age of 60.
- Respond to inquiries/requests for service from clients, partner agencies, and supervisors in a timely manner.
- Participate in after-hours crisis response call shift rotations if assigned.
- Follow all Family Justice Center policies, procedures, and trauma-informed approaches.
- Maintain high-level of collaboration and communication with a multi-disciplinary team.

Additional Responsibilities:

- Maintain appropriate documentation of all service information, in accordance with funding source requirements, Family Justice Center protocol, and TVC policies.
- Maintain appropriate timesheets as required.
- Maintain a close working relationship and trust with community agencies and individuals who provide ancillary services to victims of violent crimes.
- Maintain and improve professional expertise through continuing professional education.
- Protect client confidentiality at all times, as dictated by agency policies and protocol.
- Follow all safety and security policies, as outlined by agency policies and protocol.
- Follow all other agency policies and protocols and to perform any and all duties assigned, as they relate to the agency's mission.
- Attend required team meetings.

Required Qualifications:

- Bachelor's Degree, preferably in a social/human services or related field
- Excellent oral and written communication skills
- Basic computer skills, including Windows and Gmail platforms, and Microsoft Word
- Reliable transportation during the work week and to report to work each day
- Ability to pass a national criminal background check and a Child Abuse and Neglect investigative background check
- Ability to sit and/or stand for extended periods of time interchangeably
- Ability to lift and carry 10 pounds (such as training materials, laptops, and supplies)

Preferred Qualifications:

- Demonstrated experience and success providing crisis intervention services
- Experience working with at-risk populations
- Knowledge of community resources and referrals available to low-income and under-resourced populations
- Knowledge of how to navigate the civil and criminal court or investigation systems

Core Competencies and Motivational Fit:

- Commitment to The Victim Center's mission, values, and goals
- Thorough understanding of trauma and its impact on victims; ability to respond to clients in a trauma-informed manner
- Constant awareness of emotional and physical safety concerns for clients and TVC associates, in adherence to TVC's safety standards
- Cultural sensitivity and adherence to TVC's statements on DEI and nondiscrimination
- Ability to provide emotional support and stabilization to victims in crisis

Special Considerations for Off-Site Positions:

- Navigator is retained as an employee of The Victim Center (TVC) and thereby adheres to all of the rights and responsibilities outlined in TVC employee handbook and employment documents
- Navigator work schedule will be consistent with hours of operation of the Family Justice Center, including holidays or closures
- Navigator will have same vacation/paid time off schedule as other TVC employees based on their tenure of service as specified in employee handbook
- Navigator will be under the authority of The Victim Center's direct supervision
- Navigator will attend TVC staff meetings, as well as other scheduled staff gatherings/events, such as trainings and annual meeting
- Navigator will attend Family Justice Center-specific team meetings, such as morning huddles
- Navigator will maintain active dialogue and supervision, both face-to-face and via telephone, with team members.
- Navigator to work off-site will be required to maintain the following:
 - skills and expertise with child victims and/or the legal system
 - ability to schedule and maintain full caseload autonomously
 - ability to self-start and complete assigned duties with minimal direction from supervisor
 - ability to work in tandem with collaborating partners while still furthering the mission of The Victim Center
 - professional demeanor and stellar ambassador for the agency's mission

Application Instructions:

- Submit a resume and a cover letter explaining why you are the best candidate for the position to thevictimcenter[at]gmail.com.
- Include “Navigator” in the subject line.
- Interviewees will be required to complete an application.
- Applications will be reviewed until the position is filled, with priority given to candidates who apply by a deadline of **Monday, May 1 at 11:59 p.m.**
- Video and in-person applications will not be accepted. Please do not apply only through the Indeed application system.
- For inquiries, please email thevictimcenter[at]gmail.com.

Equal Opportunity Employer Statement: TVC is an equal opportunity employer. We provide equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training. It is TVC’s policy to provide Equal Employment Opportunity in full compliance with, among other laws, the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Rehabilitation act of 1973, Vietnam Era Veterans Readjustment Assistance Act of 1974, and the Americans with Disabilities Act of 1990 and the Uniformed Services Employment and Reemployment Rights Act. All employment-related decisions are based solely upon legitimate job-related factors including, but not limited to skill, ability to perform essential job functions and past performance. The Victim Center expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

Statement of Non-Discrimination: The Victim Center does not discriminate against its program participants or beneficiaries on the basis of race, color, national origin, religion, limited English proficiency, disability (including substance abuse), age, sex , gender identity, sexual orientation, marital or partner status, HIV/AIDS or other physical health status, immigration status, or residency.