



JOB DESCRIPTION

Victim Advocate and Crisis Hotline Coordinator (Part-Time)

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, and 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 the 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: The part-time Victim Advocate and Crisis Hotline Coordinator is an advocate position primarily dedicated to providing direct crisis intervention, safety planning, personal advocacy, agency/partner referrals, follow up support, and court support to primary and secondary victims of violent and/or sexual crimes.

This position also assists the Director of Advocacy in creating the 24-hour crisis response hotline schedule and with communication to internal and external constituents regarding the hotline, volunteer program, and after-hours staffing.

Reports to: Director of Advocacy

Work Location: The Victim Center, 815 W Tampa Street, Springfield, MO 65802 with some hours being remote after initial training period. Occasional in-person response to crisis calls may include locations such as area hospitals and law enforcement agencies.

Employment Status: This is a part-time hourly position.

Work Hours: This position will work a regular schedule of 20-28 hours per week, Monday-Friday. Specific days and hours will be set upon hire. Additional hours on weekends may be required or permitted on occasion.

Victim Advocate and Crisis Hotline Coordinator (*cont'd*)

Compensation: Compensation is commensurate with experience and education.

Core Responsibilities:

- **Victim Advocacy (50%)**

- Provide crisis intervention to violent or sexual crime victims via phone, virtual, or in person; In-person response may also include pre-approved locations, such as law enforcement agencies, hospitals, court houses, or other nonprofit partner locations.
- Inform victims of their Crime Victim's Rights and impact of victimization.
- Assist with safety planning and danger assessments.
- Provide court support and legal advocacy, including assistance with ex parte order of protection petitions, Crime Victim Compensation, Safe at Home Program, and MOVANS.
- Communicate as needed with law enforcement, hospital personnel, prosecutors, and other collaborative partners regarding referrals and coordination of care to victims, upon receiving a written release to do so.
- Provide follow-up support to victims as needed.

- **Crisis Response Line Coordination (50%)**

- Assist Director of Advocacy with coordination of weekly coverage schedule for 24-hour crisis response line, including volunteer sign-ups and after-hours staff coverage.
- Communicate with crisis intervention staff and volunteers regarding hotline schedules weekly.
- Assist with preparation of timesheets, service reports, and other documentation as needed for grant funders.
- Maintain a high degree of cooperation, communication, and collaboration with agencies relating to crisis intervention services, including but not limited to law enforcement, hospitals, circuit clerk, and answering services.
- Assist with volunteer recruitment, screening, and training as needed.

Additional Responsibilities:

- Maintain appropriate documentation of all service information, in accordance with funding source requirements 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.
- Consistently demonstrate high levels of professional integrity and ethical conduct
- Adhere to strict client confidentiality standards as required by law.
- Adhere to trauma-informed best practices for assisting victims of violent/sexual crimes.
- Adhere to TVC's core values, DEI statement, and statement of non-discrimination.

Victim Advocate and Crisis Hotline Coordinator (*cont'd*)

- Participate in work groups or community task forces as assigned.
- Accommodate needs of other teams when necessary.
- Attend required team meetings.
- 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 as required by law. To follow all other agency policies and protocols and to perform all duties as assigned, as they relate to the agency's mission.

Required Qualifications:

- Bachelor's Degree or comparable work experience in a related field
- At least 1 year working in an advocacy-related field associated with helping victims of violent or sexual crimes.
- Excellent oral and written communication skills
- Basic computer skills, including Microsoft Suite
- 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 ten pounds (such as training materials, laptops, and supplies)

Preferred Qualifications:

- Experience working with victims of violent or sexual crimes.
- Experience working with at-risk populations
- Experience working with victims of violent or sexual crimes
- Experience in scheduling or schedule management for teams
- Knowledge of community resources and referrals available to low-income and under-resourced populations

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
- Ability to work both autonomously and collaboratively to ensure wrap-around care for victims.
- Ability to self-start and complete assigned duties with minimal direction.

Victim Advocate and Crisis Hotline Coordinator (*cont'd*)

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.

Application Instructions: Please submit a resume and a cover letter indicating your interest to employment[at]thevictimcenter.org. Direct all questions to the email address. Video, paper submissions, and phone calls will not be accepted. Applications will be accepted until position is filled.