



Job Description | Victim Advocate

Position Title: Victim Advocate
Supervisor: Director of Advocacy Services
FLSA Status: Non-Exempt

Employment Status: Full-Time
Salary Range: Market Rate

The **Victim Advocate** is the agency’s first point of contact for those dealing with intimate partner violence, sexual violence, or human trafficking. The advocate conducts intakes and provides case management, advocacy, and support services. The successful candidate will have a demonstrated interest in social justice and will be comfortable working in a diverse environment.

Minimum Qualifications:

- Master’s degree in psychology, human services, social work or related field; Licensed by the Maryland Board of Social Work Examiners as LGSW (preferred)
- Excellent oral and written communication skills
- Oral and written fluency in Spanish, Korean, Chinese, Hindi, Urdu or French (preferred)
- Passionate about the mission and philosophy of HopeWorks
- Team oriented and believes in a strengths-based approach to providing trauma-informed services
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software

Essential Duties and Responsibilities:

ADVOCACY/CLIENT CARE

- Conduct intakes for new clients by telephone or in-person and refer clients to appropriate HopeWorks and/or community services
- Provide crisis intervention services to walk-in clients
- Conduct needs assessments and provide case management and referrals as needed
- Advocate with other agencies on behalf of clients
- Coordinate Lethality Assessment Program programmatic details as well as maintain statistics
- Respond to hospital accompaniment calls during business hours

PROGRAM MANAGEMENT SUPPORT

- Schedule crisis appointments with clinicians
- Maintain and update resource and referral lists
- Attend other departmental meetings to ensure quality client care
- Participate in regular supervision with Director of Advocacy Services to promote the provision of quality services
- Other duties as assigned

Competencies:

An individual should demonstrate the following competencies to perform the essential functions of this position.

Problem Solving	Identifies and resolves problems in a timely manner as well as skillfully gathers and analyzes information.
Communication: Oral and Written	Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Speaks comfortably with a diverse array of individuals and groups.
Judgment	Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely decisions.
Crisis Intervention	Responds appropriately to a client in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces mental, physical, emotional or behavioral distress.

Crisis Management	Makes sound and timely decisions under pressure. Recognizes what is most suitable in particular situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises.
Planning and Organization	Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.
Professionalism	Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.
Safety and Security	Observes safety and security procedures, and uses equipment and materials properly.
Diversity	Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, nation of origin, culture, gender identity or expression, sexual orientation, physical or mental ability, weight, health status, age or other diversity factors.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

Apply: Applicants must submit a letter of interest and complete resume to:

Saman Akhtar, Director of Advocacy Services
 HopeWorks
 5457 Twin Knolls Road, Suite 310
 Columbia, MD 21045

E-mail: sakhtar@wearehopeworks.org
 Fax: 410-997-1397
NO phone calls