# JOB DESCRIPTION

**Job Title: Outreach Victim Advocate** **Effective Date:**

**Department: Community Outreach** **Schedule: FT, M-F, 8-5**

**FLSA Classification: Hourly, Non-Exempt**

**Supervisor: Outreach Victim Advocate Coordinator**

## ABOUT HARMONY HOUSE

Harmony House provides shelter, advocacy, and education to domestic violence survivors. In addition to our emergency shelter, prevention education, and outreach programs, Harmony House partners with Springfield Police Department, Republic Police Department, and Greene County Family Justice Center to support domestic violence victims as early as possible in multiple locations. We believe robust, wrap-around support services have the most impact on victims long-term, helping them to break free of domestic violence.

## JOB SUMMARY

Embedded with the Springfield Police Department's Domestic Violence Unit, this Outreach Victim Advocate position will be an integral member of the team and is dedicated to crisis intervention, personal advocacy, information & referral, safety planning, and court support to primary victims of domestic violence, as referred to Harmony House by the Springfield Police Department. This position is housed at the Greene County Family Justice Center with the Springfield Police Department Domestic Violence Unit.

## DUTIES/RESPONSIBILITIES

- Provide trauma-informed, confidential advocacy and support services to victims of domestic violence crimes who have reported a crime or are considering reporting a crime with a law enforcement agency.
- Advocate for victims with law enforcement, which includes but is not limited to attending case review discussions and law enforcement interviews, supporting victims when filing police reports, providing information to victims about the criminal justice process, and other related law enforcement advocacy, while upholding legal confidentiality obligations.
- May accompany law enforcement to meet with victims in victim's homes with law enforcement present, hospitals with or without law enforcement present, or other identified safe locations to provide advocacy services to survivors.
- Inform victims of their Crime Victims' Rights and assist with MOVANS, Crime Victims' Compensation and Safe at Home applications.
- Keep up-to-date on resources in regards to emergency response, strangulation education, and high-risk client care.
- Develop safety plans and complete lethality assessments, as needed.
- Provide immediate crisis intervention, as needed.
- Provide domestic violence and strangulation education to clients and relevant agencies.
- Provide assistance with obtaining support services needed by victims and make referrals to the appropriate community resources.
- Assist clients with applications for Ex Partes and attend court as a support-person, as requested.
- Maintain high-level collaboration and communication with law enforcement and other multi-disciplinary team members as permitted under state and federal confidentiality statutes.

- Coordinate with on-site partners at the Greene County Family Justice Center to provide wrap-around services to victims.
- Follow trauma-informed approaches for service delivery to survivors of domestic violence.
- Improve upon professional expertise through continuing professional education.
- Maintain appropriate documentation of all service information, in accordance with funding source requirements, Harmony House policies, and state and federal confidentiality statutes.
- Protect client confidentiality at all times, as dictated by state and federal statutes and Harmony House policies and protocol.
- Attend and table awareness events pertaining to their roles at Harmony House and involvement with local Law Enforcement/criminal justice process as needed.
- Conduct and participate in regular Coordinated Community Response (CCR) Team meetings with the goal of creating a collaborative network of victim services, law enforcement, and other partners serving the City of Springfield, and Greene, Christian, and Webster Counties.
- Work closely with Harmony House's Outreach Victim Advocate Coordinator and Grants Director for reporting, compliance, and coordination with the OVW-ICJR grant requirements.
- Make necessary child abuse and neglect or elder/adult abuse hotline reports, as required by law.
- Follow all safety and security policies, as outlined in Harmony House policies and protocol.
- Complete 40 hours of domestic violence and sexual violence training within the first year of employment and 6 hours annually thereafter.

**REQUIRED SKILLS AND ABILITIES**

1. Ability to accurately type data on a computer.
2. Excellent written and verbal communication skills.
3. Ability to work effectively with survivors of domestic violence, staff, volunteers and other community organizations.
4. Must be highly organized and detail oriented.
5. Ability to exercise discretion for maintaining confidentiality of staff and client's information.
6. Ability to maintain meticulous records for grant audit reviews to ensure grant compliance.
7. Ability to use a copy machine to duplicate information for grant records and client files.
8. Ability to multi-task, prioritize, and work independently as well as part of a team.
9. Positive attitude and ability to be flexible.
10. Must have compassion, tolerance, and ability to assist in crisis situations.

**EDUCATION AND EXPERIENCE**

- Bachelor's degree and/or commensurate experience in social/human services preferred.
- Previous experience working with domestic violence survivors or in human services preferred.
- Must possess a thorough understanding of victim issues, including training in the area of victimology, crisis intervention, dynamics of victimization, and trauma informed approaches.
- General knowledge of community resources, legal systems, and law enforcement.
- Previous experience in providing advocacy services preferred.

**SUPERVISORY RESPONSIBILITIES:** NONE

**PHYSICAL REQUIREMENTS**

- Performs bending, squatting, sorting, kneeling, and reaching to ground level and overhead as required for tasks as retrieving files.
- Ability to lift, grasp, carry, push, or pull up to 15 pounds.
- Ability to climb stairs while carrying objects up to 10 pounds in weight.
- Specific vision abilities required include close vision, distance vision, color vision, hand-eye coordination, and ability to focus.
- Regularly required to sit, stand, and use hands/fingers/arms to perform repetitive movements.
- Must be able to move safely inside and outside a building.
- Must be able to hold and grip objects.
- May be subject to sitting for long periods of time.
- Visual ability sufficient to operate a computer.
- Hearing ability sufficient to communicate in person and by telephone.

**PERSONALITY CHARACTERISTICS**

- **Conscientious:** carefully and thoroughly does their job, being very particular. Does not neglect any aspect of their job or do things carelessly. Takes pride in work.
- **Initiative:** self-motivated. Begins actions without having to be told to do so.
- **Organized:** arranges environment in a systematic manner to achieve objectives.
- **Stress Handler:** able to handle mental tensions, pressures, urgencies and important situations. Able to handle more than one important and urgent thing at a time.
- **Verbal/Nonverbal Communication:** expresses self in a positive manner and interchanges thoughts, information and feelings orally. Is considerate, courteous, respective, and well-mannered.
- **Agreeableness:** has a great deal of interest in other people, feels empathy and concern for other people, enjoys helping and contributing to the happiness of other people, assists others who are in need of help.

**OTHER**

1. MUST have a current/valid driver's license and current/valid motor vehicle liability. Harmony House does NOT provide insurance coverage for the employee's liability while using personal autos on agency business.
2. MUST pass criminal background checks which includes fingerprinting.
3. MUST pass a 5-panel drug test which includes marijuana.

**ACKNOWLEDGEMENT:** I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as described. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of the department or organization and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

_____ _____

Printed Name Date

Signature: _____