



POSITION TITLE: Victim Advocate

RESPONSIBLE TO: Manager of Restorative Justice and Workforce Development

JOB DESCRIPTION: Victim Advocates offer emotional support, victims' rights information, help in finding needed resources and assistance in filling out crime victim related forms. Our advocates frequently accompany victims and their family members through the criminal justice proceedings. Advocates work with other organizations, such as criminal justice or social service agencies, to get help or information for the victims we serve. Victim advocates' responsibilities vary depending on the situation.

DUTIES AND RESPONSIBILITIES

- Adheres to the Mission and Core Values of Envision.
- Provides administrative assistance to staff, which includes organizing files, answering phones, scheduling appointments, making copies, writing and compiling statistics for reports and letters, etc.
- Accompanies staff while at meetings and appointments.
- Takes notes at all staff meetings and provides meeting minutes to the necessary staff within 24 hours of the meeting
- Maintains accurate and up-to-date participant and personnel filing systems at all times.
- Conducts Orientation for new participants and their families in the program.
- Must be willing and able to accompany and supervise participants on outings.
- Remains abreast of needs of customers for job matching and referral purposes. Stays up to date on community resources.
- Reports existing conditions regarding ALL program participants, including discipline issues, to appropriate staff.
- Provides choices and guides participants in making positive decisions. Works for self-esteem building in all participants.
- Maintains working knowledge of all program statements of work and performance goals..
- Accomplishes participants' care by assessing individual needs; providing direct services and engaging in ancillary activities; participating in interdisciplinary Institute team.
- Provides direct case management and emergency support services to victims of violence and their families.
- Provides immediate crisis response to victims and their families after a shooting or homicide, responding to crime scenes and hospitals to provide immediate supportive services.
- Provide support and advocacy to the victims of violence and their families through home visits, phone calls, criminal justice advocacy, and referrals to other support organizations.
- Coordinate and facilitate educational forums, family and group support sessions, and trainings.
- Develop relationships with partner organizations to provide referral to partner organizations for domestic violence and intimate partner shootings and/or homicides.
- Document client contacts and services provided and assist program manager with data collection and required reporting.
- Assist victims in accessing resources such as Victim's Compensation, Short Term Disability, affordable healthcare, mental health services and referral to domestic violence supportive services.
- Work with victims to identify and address safety concerns and create a plan for long term safety.
- and well-being.
- Assists in evaluating current procedures and practices for accomplishing objectives. Implements alternative methods for improvement of program.



- Maintains knowledge in current field by attending seminars, workshops and in-service trainings that total 15 hours annually.
- Collects data and information for periodic program evaluations.
- Maintains communication and a positive relationship with other team members.
- Must be willing to work occasional evening and weekend hours.
- Attends all staff meetings.
- Engages in all ECS fundraising efforts as required (i.e annual gala working event)
- Perform other duties, *as assigned by management.*

MINIMUM QUALIFICATIONS

- Excellent interpersonal skills and ability to interact professionally, appropriately and effectively with a wide range of culturally diverse individuals during a time of crisis and distress. Excellent ability to think critically and communicate both verbally and in writing in a professional and empathetic manner.
- Basic computer skills are necessary, will go through additional training, *if required.*
- Equally comfortable working individually and within a team environment that emphasizes interdisciplinary collaboration.
- Must be 18 years of age or older.
- A background check and drug test are required. However, the circumstances or prior justice involvement will be considered on a case-by-case basis and will not necessarily disqualify a candidate
- Present evidence of identity and authorization to work in the United States (I-9 documentation).
- Applicants must reside, or have extensive work/lived experience, in the high economic hardship communities identified by the Chicago Department of Public Health.

DESIRED QUALIFICATIONS

- Bilingual, Fluency in Spanish is highly desirable.
- Thorough knowledge of assigned community and its residents
- Basic knowledge of state social service agencies and community resources
- Basic knowledge of health education, motivational strategies and an empathetic manner working with the underserved
- Ability to work with other members of the team and community to provide quality services
- Ability to communicate effectively both orally and written, and have basic computer skills
- Ability to work with vulnerable populations in a non-judgmental manner
- Must be able to multi-task, have initiative and be self-directed
- Ability to endure periods of heavy workload
- Ability to work with frequent interruptions and respond appropriately to unexpected situations
- Must be flexible with hours to accommodate project objectives. Including weekends/evenings serving in adaptable and professional demeanor.
- Possession of valid Illinois Driver's license, valid auto insurance and registration with willingness to use personal vehicle in course of employment.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS



The position consists of being on foot for prolonged periods of time and outside during acceptable weather. The position may require responding to emergencies in high crime and to participate in risk management processes. At times requires rapid turnaround of communication on short notice. Must be able to lift 20-50 lbs.

EEO STATEMENT

Envision Community Services, NFP and subcontractors are committed to a policy that provides equal employment opportunities to all employees and applicants for employment without regard to race, color, sex, religion, national origin, ancestry, age, marital status, pregnancy, medical condition, including genetic characteristics, physical or mental disability, veteran status, gender identification and expression, sexual orientation; and to making all employment decisions so as to further this principle of equal employment opportunity.

SALARY AND BENEFITS

- Health benefits available, after 90-day probation period.
- \$18-20/hour

OTHER

ECS is an "At-Will" employer and reserves its rights to practice as such. ECS can terminate your employment at any time, for cause or without cause. Your employment at ECS is at-will employment. No supervisor, manager or other representative or employee of ECS, other than the President/CEO, and then only in writing signed by him, has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the foregoing.

****EQUAL OPPORTUNITY EMPLOYER****