



**Position:** Victim Advocate - Level II  
**Supervisor:** Program Manager  
**Revised:** May 2016

**Job Summary:** Provide supportive services to victims and their children, including: safety planning, individual and group counseling, resource direction and connection, legal advocacy, and community awareness/prevention.

**Essential Duties:**

Advocate for and empower domestic violence victims as they address their individual needs through the social service and legal justice systems.

Provide legal advocacy by accompanying victims to court, explanation of legal process, and assistance with restraining and harassment orders.

Provide crisis counseling, personalized safety planning, shelter screening, assist with crisis walk-ins and intervention services for victims of domestic violence and their families in person or by phone.

Supports domestic violence education and awareness efforts through community presentations and group facilitation.

Completes and maintains necessary documentation through established written and computer protocols.

Promote a healthy shelter living environment by ensuring that shelter guidelines and responsibilities are followed by shelter residents and that any issues are addressed immediately through proper protocol.

Respond to the needs of shelter residents by providing supplies as requested, supporting individual needs, mediating conflicts that arise, and supervising overall shelter activities.

Maintain a clean, professional appearance of facility by following protocol for accepting and storing donations, keep storage areas organized, and complete other tasks as assigned.

Maintains the confidential nature of client and business information.

**Knowledge, Skills, and Abilities:**

Knowledge of the dynamics of domestic violence.

Knowledge of professional social work interviewing principles and techniques.

Knowledge of casework principles and methods, social systems, family dynamics, group and individual behavior.

Knowledge of community resources and ways in which they may be made available to clients and residents.

Knowledge of human development; strong understanding of attitudes, behaviors and development through the lifespan.

Knowledge of and ability to utilize a computer and the required software.

Ability to understand human behavior and to relate sensitively and effectively with victims of domestic violence and their families.

Ability to assess client and/or resident crisis and ongoing social needs; specifically in the area of domestic violence, to set priorities for solutions and consider alternative plans.

Ability to be decisive and make constructive decisions, under the pressure of crises or emergencies, with appropriate knowledge and timing.

Ability to establish and maintain cooperative working relationships with a wide variety of collateral resources.

Ability to plan and organize work and to make effective use of time.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain positive working relationships with staff and the public.

Ability to work the required hours of the position.

**Minimum Qualifications Required:**

Bachelor's Degree in social work or related human service field or equivalent human service related experience.

Valid Wisconsin driver's license.

Completion of criminal background check.

**Typical physical and mental demands:**

Requires sitting, standing, bending and reaching. Requires eye-hand coordination and manual dexterity sufficient to operate a computer and standard office equipment. Requires hearing within normal range and vision correctable to 20/20 to read communications, reports and computer terminals.

Must be able to analyze many variables and choose the most effective course of action for clients and/or the organization at any given point in time. Must be able to communicate and provide verbal feedback in a professional manner. Must be able to analyze causes of interpersonal conflicts and resolve complex communications issues. Must be able to resolve problems, handle conflict, and make effective decisions independently. Ability to give, receive and analyze information, formulate plans, prepare written materials, and articulate goals and action plans. Must handle novel and diverse work problems on a daily basis. Must be able to perform arithmetic calculations involving fractions, decimals and percentages.

*This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this description.*