

# CHILDHAVEN, INC.

## JOB DESCRIPTION

**JOB TITLE:** Victim Services Specialist - Shelter  
**FLSA STATUS:** Non-Exempt (Hourly)  
**REPORTS TO:** Shelter Program Director  
**HOURS:** Full-time benefited position at 34 hours/week. Can be supplemented with additional shelter on the floor hours to be 40 hrs/week

### GENERAL STATEMENT OF DUTIES:

The position is responsible for assisting the victim and/or non-offending caregivers in accessing needed services by providing personal advocacy services, follow-up telephone contact, crisis intervention and other assistance as needed. Victim Specialist may also assist with victim intake and discharge.

### PRIMARY DUTIES:

1. Demonstrate ability to deal effectively with children/youth and their families in a customer friendly manner.
2. Provide crisis intervention services as needed, based on the particular situation of the victim.
3. Assure client has transportation and access to medical and mental health services both emergent and ongoing.
4. Notify client of any court hearings and VINE and any other notifications for victims.
5. Assist victims and caregivers in accessing support services to help them process the trauma they have experienced.
6. Advocate for the client in the shelter environment and prepare client for discharge to assure proper aftercare services are set up and appropriate housing and transportation is confirmed.
7. Create/update monthly case plans specific to each client and meet with the parent or legal guardian to integrate the ACE score, trauma assessment, and educational plan into these individualized plans.
8. Utilize positive youth development techniques of communication and de-escalation techniques and serve as a role model to children and co-workers.
9. Provide personal advocacy services by ensuring that the victim/caregiver can receive assistance with state benefits, Social Security, Medicaid, Crime Victim Compensation and other benefits, as needed.
10. Provide regular follow-up telephone contact, weekly or as needed, to offer emotional support and empathetic listening, and encourage the victim's initial and on-going participation and engagement in counseling/therapy services.
11. Monitor progress of victim/caregiver and note such in client file.
12. Complete necessary documentation to update victim file, daily reports, incident reports, and contact logs.
13. Complete Crime Victim Reparation Commission (CVRC) Compensation Applications on behalf of all shelter and foster care clients.
14. Track clients and services provided in excel spreadsheet.
15. Assure all VOCA grant statistics are tracked and accurate for reporting requirements.
16. Work closely with shelter case manager to assist with accessing needed services for clients.
17. Required to travel as needed to attend meetings, training, supervision. Attend annual required VOCA/CVRC training.
18. Works with a Continuous Quality Improvement (CQI) mindset, to identify any areas of the facility needing attention to assure Childhaven shelter facility is safe and running in accordance with the relevant Childhaven policies and procedures and state regulations for residential shelter care. Reports areas of improvement to supervisors or Shelter Director.
19. Follow supervisor's directives and other duties as assigned.

### QUALIFICATIONS:

1. Education and experience:
  - o H.S. Diploma or GED plus 2 years related experience with human services or child development
2. Must pass local, state, and federal background checks (including fingerprints).

3. Must have reliable transportation to and from work and ability to become a driver for Childhaven (age 25 or older with a current and valid NM Driver's License, and a clean driving record).
4. Must obtain and maintain CPR/First Aid, Crisis Prevention Intervention (CPI) and Nurtured Heart Approach (NHA) certifications.
5. Crisis management and de-escalation skills; Ability to use NHA and CPI techniques in a shelter setting and model the techniques to staff and clientele.
6. Abide by state licensing regulations and standards, and Childhaven policies and procedures.
7. Ability to manage multiple tasks at once.
8. High tolerance for busy shelter environment, constant interruptions, and stressful situations.
9. Working knowledge of the target population.
10. Excellent oral and written communication and organizational skills.
11. Familiarity with community services and social services delivery systems.
12. Proficient in Word, Excel, and Outlook.
13. Cultural awareness and sensitivity: Skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.