

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:

Client Advocacy and Support

1. Demonstrate ability to deal effectively with children/youth and their families in a customer friendly manner.
2. Utilize positive youth development techniques of communication and de-escalation techniques and serve as a role model to children and co-workers.
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. 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.
6. 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.
7. 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.

Crisis Intervention and Shelter Services

8. Provide crisis intervention services as needed, based on the particular situation of the victim.
9. Assist victims and caregivers in accessing support services to help them process the trauma they have experienced.
10. Work closely with shelter case manager to assist with accessing needed services for clients.

Case Planning and Progress Monitoring

11. 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.
12. Monitor progress of victim/caregiver and note such in client file.
13. Complete Crime Victim Reparation Commission (CVRC) Compensation Applications on behalf of all shelter and foster care clients.

Documentation and Reporting

14. Complete necessary documentation to update victim file, daily reports, incident reports, and contact logs.
15. Track clients and services provided in excel spreadsheet.
16. Assure all VOCA grant statistics are tracked and accurate for reporting requirements.

Collaboration and Compliance

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:

- **Education and Experience**
 - H.S. Diploma or GED plus 2 years related experience with human services or child development.
- **Skills and Competencies**
 - 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.
 - Crisis management and de-escalation skills; Ability to use Nurtured Heart Approach (NHA) and Crisis Prevention Intervention (CPI) techniques in a shelter setting and model the techniques to staff and clientele.
 - Abide by state licensing regulations and standards, and Childhaven policies and procedures.
 - Ability to manage multiple tasks at once.
 - High tolerance for busy shelter environment, interruptions, and stressful situations.
 - Working knowledge of the target population.
 - Excellent oral and written communication and organizational skills.
 - Familiarity with community services and social services delivery systems.
 - Proficient in Word, Excel, and Outlook.
- **Certifications and Licensing**
 - Must pass local, state, and federal background checks (including fingerprints).
 - 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).
 - Must obtain and maintain CPR/First Aid, CPI and NHA certifications.

-1JOB DESCRIPTION – PART II

DIRECTIONS: This form lists various physical and mental requirements that enable us to describe the requirements for the position listed above.

None: Not required in this position	Occasional: Performed or encountered 1% to 33% of the work time	Regular: Performed or encountered 34% to 66% of work time	Frequent: Performed or encountered 67% to 100% of work time
	1. Operating Office Equipment (Other than Computer) 2. Using Computer 3. Using Telephone 4. Mobility, Climbing 5. Mobility, Crawling 6. Visual Requirements Reading Computer Monitor 7. Visual Requirements Reading for Long Periods 8. Hearing on the Telephone 9. Speaking on the Telephone 10. Speaking to Large Groups 11. Public Contact, via Phone 12. Lifting/Carrying more than 50 Pounds 13. Environmental Conditions - Dust, Smoke, Fumes 14. Environmental Conditions Indoors - Cold/Heat 15. <i>After CPI Training: Able to handle crisis situations, de-escalate situations with child/youth</i>	16. Sitting For Long Periods 17. Move Freely About Office 18. Mobility, Walking 19. Mobility, Standing 20. Mobility, Bending 21. Visual Requirements Close-up Work 22. Produce Written Documents 23. Dexterity, Handling Objects 24. Dexterity, Reaching for Objects 25. Dexterity, Grasping Objects 26. Dexterity, Fingering/ Touching Objects 27. Dexterity, Ability to Feel Objects 28. Speaking in Person 29. Exposure to Stressful Situations 30. In Person, Public Contact 31. Lifting/Carrying 5 Pounds 32. Lifting/Carrying 6 to 20 Pounds 33. Lifting/Carrying 21 to 30 Pounds 34. Lifting/Carrying 31 to 50 Pounds 35. Environmental Conditions – Noise: 36. Environmental Conditions Outdoors – Rain, Snow, Cold, Heat: 37. Driving Company Vehicle	38. Visual Requirements Overall Vision: 39. Hearing Normal Speech 40. Decision-making Stress 41. Concentration 42. <i>After NHA Training: Able to utilize NHA with children</i>