



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	101-3750-001	<b>Last Revised:</b>	03/14/2016
<b>Position Title:</b>	Victim Services Coordinator	<b>Department:</b>	Heart to Heart Child Advocacy
<b>Reports to:</b>	Child Advocacy Program Manager	<b>Division:</b>	Public Safety

**Primary Function:** Provides a variety of clinical and advocacy services and interventions for victims of abuse and their families. Interacts with professionals from other disciplines and agencies involved in abuse investigations and/or provision of services with victims and families.

**Job Duties and Responsibilities:**

- Establishes contact with and provide support for the victim and the family of the victim.
- Provides assessment of the individual child's and family's strengths and needs and devises plans, alternatives and support systems for them accordingly.
- Coordinates and attends all Multi-Disciplinary Team meetings for purposes of management discussions and/or recommendations made by the team.
- Coordinates and supports victim and the family with medical evaluations as needed and as pertinent to the case, i.e. arranging/providing transportation, assisting with arrangement for payment, etc.
- Maintains contact with victim and family throughout investigation phase and prosecution in order to inform them of the status of the case, upcoming meetings or court dates, assessing needs of family and victim by discreetly probing to determine all of their particular needs and fully, promptly and creatively services those needs.
- Advises and provide victims and witnesses with available state/local resources and/or counseling.
- Maintains a "Kids in Court" educational curriculum to assist victims/witnesses prepare for appearing in court.
- Responds to general inquiries from victims, witnesses and their families concerning the function of the criminal justice and court systems.
- Establishes and maintains a library of resource materials for use by victims, witnesses, families, community organizations and staff.
- Establishes and maintains case management files on each case in the system (case record notes, completion of all forms, etc.)
- Maintains computer-tracking system on each case.
- Provides court advocacy, court preparation and support for victims and family.
- Provides and/or assists with support groups for victims and/or families referred to the Child Advocacy Center.
- Provides transportation for clients to and/or from other services as needed and as approved by the Program Manager.
- Participates in communication and coordination of services with other internal or external providers.
- Documents all services provided to clients according to agency requirements and guidelines.
- Compiles data for reports and completes reports as needed.
- Develops and maintains an evaluation form for families to complete.
- Develops a report on each follow-up with a family to be reviewed by the Program Manager and placed in client files.
- Attends regularly scheduled supervisory meetings with Program Manager.

- Participates in educational experiences and training as requested by Program Manager.
- Works a flexible schedule as required by responsibilities of the position.
- Trains volunteers to serve as family advocates.
- Assists with organizing and/or providing orientation and training experiences for the community as requested by the Program Manager. Coordinates, teaches, and/or assists in training sessions for staff of various organizations and companies, schools, and individuals.
- Writes and submits weekly articles to the local newspaper describing Center events (trainings held or attended, Center outings, special client events, etc.) and promotes public knowledge of child abuse and neglect, the signs of child abuse and neglect, and the prevention of child abuse and neglect.
- Assists counselor in organizing and coordinating activities for clients and support groups.
- Independently develops guidelines and procedures and solicits staff recommendations and suggestions for forms, etc., to ensure all notifications and consultation requirements are met.
- Develops and executes methods of promotion of public awareness and public education of child abuse and neglect and the prevention of such. Obtains or creates brochures or other outreach materials where there is lack of pertinent literature or available literature is not fully appropriate to center needs.
- Adjusts to changes in assignment, tight deadlines, and other work pressures and time constraints.
- Performs other duties as requested by the Program Manager.

<b>Education /Experience:</b>	Associate Degree in Human Services, plus two (2) years experience in the field of children's services. Associate of Applied Science Degree in Human Services, plus two (2) years experience in the field of children's services. Experience in sexual abuse and/or victim advocacy preferred.
<b>Job Knowledge:</b>	Must have knowledge of all policies, procedures, and guidelines of the Community Services Division and the Child Advocacy program. Must have knowledge of tribal, federal, and state laws relating to child advocacy procedures. A working knowledge of human service agencies and organizations involved with the members of the EBCI is required. Knowledge of the Indian Child Welfare Act is required. Must have clerical and computer skills and be able to use a variety of office equipment. Requires the ability to maintain records, files, and logs, to collate data, and to prepare reports and summaries. Knowledge of the practice and techniques of oral communication in developing and presenting presentations to groups involved in victim-witness program activities.
<b>Contact with Others:</b>	Internal contacts occur on a routine basis with all departmental personnel. External contacts include clients, client's families, and other professionals, tribal officials, law enforcement agencies, related service agencies, and other tribal employees. All contacts are for the purpose of exchanging or providing information and enlisting or providing support and require a high degree of tact, diplomacy, and professional decorum.
<b>Confidential Data:</b>	Adheres to all Tribal guidelines and EBCI policies and procedures for working with confidential data. An above average degree of discretion is required while handling client files and records. A Tribal Statement of Confidentiality must be signed upon assuming the position.
<b>Mental /Visual /Physical Effort:</b>	Close concentration and attention to detail are required while performing most duties of the job. Subject to frequent interruptions by phone and in person where varied responses with each contact are required. While in the office and field, the duties of the job routinely requires standing, walking, sitting, kneeling, reaching, speaking and hearing. May occasionally perform light lifting.

<b>Environment:</b>	Works in a normal office environment with frequent travel required as recommended by the Program Manager.
<b>Responsibility for Accuracy:</b>	A high degree of accuracy is required in maintaining files and records. Review of work following established procedures, protocol, and quality audits would prevent most errors.
<b>Resourcefulness &amp; Initiative:</b>	Follow well defined policies, procedures, and established guidelines. Requires the ability to plan, coordinate activities, solve problems, assess situations, and develop appropriate case management. Must use judgment and initiative to maintain accuracy of work. Must be resourceful when responding to challenging circumstances.