



Family Service

OF THE PIEDMONT

POSITION ANNOUNCEMENT Victim Advocate Program Coordinator September 13, 2017

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking a **Victim Advocate Program Coordinator** to coordinate victim advocacy services to victims of violent and intrusive crime.

Responsibilities:

1. Reduces stress and trauma to victims and their families by supervising advocacy and supportive counseling services, providing individual, group and family support, and by coordinating referrals with law enforcement, the criminal justice system, hospitals and other service providers.
2. Develops a competent and productive staff by providing individual and team supervision, delegating tasks and duties, hiring staff and maintaining a harmonious and positive work environment.
3. Provides advocacy services to victims by referring clients to community resources, providing crisis line services and accompanying clients to medical, legal or judicial procedures.
4. Schedules, staffs, and manages the Agency 24/7 Crisis Line service.
5. Maintains all required victim services statistical reports and oversight of the day to day operations of the victim advocacy program.
6. Educates the community about family violence, sexual assault and other crimes by providing training and community education programs as needed.
7. Assures quality service by filling out statistical forms and records in a timely manner and by supervising staff in following all legal and ethical requirements.
8. Expected to provide backup coverage for crisis line and walk-ins as needed.
9. Assists with the overall functioning of the agency by performing other duties as delegated or required.

Qualifications:

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
4. Acts at all times in a manner appropriate with the professional provision of services, including proper decorum, overall presentation, grooming, cleanliness and hygiene.
5. Conviction about the capacity of people to grow and change.
6. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
7. Valid driver's license, clean driving record and the ability to operate a motor vehicle.
8. Ability to sit, stand, walk, lift light objects as needed, move about the office or otherwise perform the physical tasks required to perform the duties listed above.
9. Minimum of Bachelor's level degree in criminal justice, human service or related field.

Send resume and letter by September 27, 2017 to:

Human Resources
Family Service of the Piedmont
902 Bonner Drive
Jamestown, NC 27282

FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER