Victim Assistance Specialist (Full-Time, 6 month Temporary)

Description
The National Center for Victims of Crime plays a prominent role in local and national crime victim advocacy. The organization advocates for stronger rights, protections, and services for crime victims; provides education, training and evaluation; and serves as a trusted source for current information on victims’ rights.

The DC Victim Hotline and the VictimConnect Resource Center are programs of the National Center for Victims of Crime that combine a traditional telephone-based helpline with an innovative online chat, text messaging service, and web-based information and referral service. The DC Victim Hotline operates 24-hours a day, 7-days a week and the VictimConnect Resource Center operates Monday-Friday 8:30am –7:30pm EST.

We are currently seeking two (2) full-time temporary positions (not to exceed 6 months) for our VictimConnect Resource Center.

Position Description: As a Victim Assistance Specialist, your primary role will be to support and empower crime victims by providing confidential resources and referrals. You will be responsible for answering calls, online chats, and text messages when individuals reach out for support and assistance. You will represent the helplines and the National Center for Victims of Crime by attending outreach events in the DC metropolitan area.

For the VictimConnect Resource Center:

● The full-time temporary position is 40 hours per week with shifts Monday-Friday from 8:30am-4:30pm and 11:30am-7:30pm.

● These positions will provide back up support to the DC Victim Hotline and will require supporting holiday coverage and occasional night, weekend, and other shift coverage. DC Victim Hotline operates days/hours Monday-Sunday 8am-4:30pm, 4pm-12:30am, and 12am-8:30am.

Responsibilities

● Effectively field hotline calls, text messages, and online chats on the online platform using prepared protocols and a victim-centered, strengths-based approach.

● Actively participate in group debriefings, staff meetings, supervision meetings, and planning sessions.

● Update protocols and resources based on victim needs and feedback with direction from the Hotline Supervisors.

● Create topical materials to expand the knowledge of internal staff as well as the

Hiring organization
The National Center for Victims of Crime

Employment Type
Full Time

Duration of employment
6 month Temporary

Job Location
Remote work possible

Working Hours
altering days/hours that rotate Monday-Sunday 8am-4 pm, 4pm-12am, and 12am-8am.

Base Salary
$18 - $20

Date posted
August 27, 2020

All applicants must include a resume and cover letter. The cover letter should highlight qualifications as they relate to this position. Please put “DC On-Call VAS” in the subject line of the email

The National Center for Victims of Crime
● Update and maintain internal and external referral directories

● Attend outreach events in the DC metropolitan area to reach the community and spread awareness of our services.

● Collect and enter data required for funding.

● Provide programmatic support to Hotline Supervisors, Manager of Programs and Outreach, and Director of Victim Resources, as well as other National Center staff members as needed.

● Other duties as assigned.

Qualifications

Required Qualifications:

● You are comfortable speaking to and supporting callers of various forms of victimization and marginalization.

● You have a passion for victim advocacy and human rights.

● You are flexible, adaptable, and comfortable with a changing and alternative schedule depending on hotline needs.

● You think creatively and critically and have the ability to problem-solve under pressure.

● You value professionalism and demonstrate dependability by holding yourself accountable to both your colleagues and those you serve.

● You appreciate constructive feedback and have a desire to constantly grow and develop professionally.

● You are great at multitasking, paying attention to details, and have the ability to stay organized with many competing priorities.

● You are comfortable using various forms of technology and databases simultaneously.

● You have the ability to thoroughly research a topic and train peers in a subject area.

● You show personal resiliency when dealing with sensitive subjects through self-determination, balance, and commitment to self-care.

● You value building a collaborative environment that fosters communication and partnership.

● You have a college degree or equivalent work experience.

Preferred Qualification:

● You are fluent in Spanish or another language and are confident communicating in both languages verbally and in writing.
You have previous hotline experience or advocacy experience supporting individuals who have experienced crime.

**Location:** This position will be working remotely until it is safe to return to the office. We have an office in the McPherson Square area of Washington, DC and in Arlington, VA. When it is safe to work within the office VAS staff are able to telework based on NCVC policy. Training will be held remotely.

**Job Benefits**

**Benefits:** Temporary Employees are not entitled to organization benefits, including health insurance and leave accrual.

**Physical Demands:** The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to regularly talk and hear. The employee must be able to remain in a stationary position 80% of the time. The employee needs to move inside and outside the office to access file cabinets, office equipment, meet with community partners at different sites, and participate in community outreach. The position requires the ability to occasionally lift office products and supplies, up to 50 pounds.

**Other Information:**

- The position requires the applicant to provide three references prior to hire.
- The position requires a criminal background check.
- An initial probationary term contingent on training performance is required.
- Applications will be accepted on a rolling basis and will remain open until the positions are filled.

**Location:** This position will be working remotely until it is safe to return to the office. Our Victim Connect office location is in Arlington, VA. When it is safe to work within the office VAS staff are able to telework based on NCVC policy. Training will be held remotely.