



<https://victimsofcrime.org/job/victim-assistance-specialist/>

Victim Assistance Specialist

Description

The National Center for Victims of Crime plays a prominent role in local and national crime victim advocacy. The organization advocates for more substantial 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 were established in 2015 and are grant-based programs of the National Center for Victims of Crime (NCVC). Both hotlines provide strength-based and trauma-informed services and referrals to all crime victims through telephone, chat, and text. Our Victim Assistance Specialists (VASs) provide emotional support, information, and referrals to empower visitors as they navigate the physical, emotional, legal, and financial consequences of crime. The VictimConnect Resource Center operates Monday-Friday 9 am - 5 pm EST. The DC Victim Hotline operates 24-hours a day, 7-days a week.

We are currently accepting applications for a full-time Victim Assistance Specialist.

As a Victim Assistance Specialist, your primary role will be to provide emotional support, information, and referrals to all crime victims. You will be answering calls, chats, and texts when visitors reach out to the hotlines for assistance. This position also provides program support and represents the helplines and NCVC through outreach events in the DC metropolitan area. All NCVC VASs are trained on all hotline operations and provide backup support to each other.

For the DC Victim Hotline:

- The full-time position is 40 hours per week with one of the three shift times 8am-4pm, 4pm-12am, and 12am-8am and either a Tuesday-Saturday or Sunday-Thursday schedule.
- These positions require mandatory holidays.
- These positions will provide back up support to the VictimConnect Resource Center.

For the VictimConnect Resource Center:

- The full-time position is 40 hours per week with shifts Monday-Friday from 9-5pm
- 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.

Responsibilities

Effectively field hotline calls, text messages, and online chats via 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

Hiring organization

National Center for Victims of Crime

Employment Type

Full-time

Job Location

Arlington, Virginia

Date posted

August 24, 2021

- 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 victim services field
- 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 and Director of Victim Resources, as well as other NCVC staff members as needed
- Other duties as assigned

Qualifications

Bachelor's degree required; preferably in social work, psychology, criminal justice, or other relevant disciplines.

- 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

Other Information:

- The position requires the applicant to provide three references prior to hire
- The position requires a criminal background check and is an FLSA non-exempt position
- 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

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

Job Benefits

Salary: The starting salary for full-time employees is the hourly equivalent to

\$38,000 – \$42,000 or \$18-\$20 per hour. Salary is based on experience and qualifications.

Benefits: Generous benefits are offered to full-time employees, including excellent health insurance, 401(k) matching plan, disability insurance, life insurance, and paid time off.

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.

Location: NCVC has an office in Arlington, VA. Victim Assistance Specialists on the DC Victim Hotline are able to work entirely remotely or come into the office. Victim Assistance Specialist on VictimConnect Resource Center are also currently entirely remote but will return to the office 2 days a week when it is safe. We are currently working remotely due to COVID-19. Post COVID-19, this position does require that the individual is within the commuting distance as ongoing remote work is contingent upon meeting performance expectations.

Contacts

All applicants must email a resume and cover letter to hotlineleadership@victims of crime.org. The cover letter should highlight:

- Qualifications as they relate to this position