
Position Title: Crime Victim Case Manager
Classification: Nonexempt – 40 Hours per Week
Reports to: Collaborative Programs Director
Primary Worksite: District Attorney Office, Goshen, Orange County
Position Date: October 27, 2020
Anticipated Start Date: ASAP

Fearless! Hudson Valley, Inc. (formerly known as Safe Homes of Orange County) is a not-for-profit 501(c) (3), which has grown from a grassroots, small group of committed individuals in 1986 to an organization, leader, and resource in the field of intimate partner violence and human trafficking advocacy and services provision. Our many programs include a Family Justice Center, emergency shelter, legal program, anti-trafficking program, individual and group support, advocacy, therapeutic counseling, Risk Reduction Response Programs, systems-based advocacy and collaboration, community education and outreach, throughout Orange and Sullivan Counties.

Role Summary:

The Crime Victim Case Manager is primarily responsible for overseeing the coordination of care for Victims in Orange County and serve as a liaison with the Office of Victim Services (OVS) Vocational Rehabilitation Unit as well as the New York Civil Legal Network. They will serve individuals around needs arising from, but not limited to, human trafficking, intimate partner violence, teen dating violence, sexual violence, and other types of crime victimization.

Duties and Responsibilities (shall include but not be limited to):

Essential Areas of Work

- Coordinate with Assistant District Attorneys in supporting and meeting with victims for interviews, Grand Jury appearances, and other necessary meetings.
- Liaise between victims and assigned Assistant District Attorneys throughout criminal cases.
- Provide essential and up-to-date information to Assistant District Attorneys regarding case developments, restitution, violations of orders of protection, victims' needs and concerns.
- Support victims in understanding the criminal justice system, provide case information and ensure that victims are knowledgeable about their rights.
- Assist with necessary legal remedies including orders of protections, supporting depositions, registration for notification of inmate release, address confidentiality program enrollment, etc.
- Provide critical outreach and supportive services to victims of domestic violence throughout the process of criminal prosecution.
- Provide clients with information regarding the NYS Office of Victims Services, assist with filing applications for OVS compensation, and serve as a liaison between clients and OVS.
- Assist victims with criminal justice support and advocacy, information and referrals, counseling, and other related services.
- Serve as the primary point of contact with the OVS Vocational Rehabilitation Unit.
- Serve as the point of contact for the New York State Civil Legal Network.
- Provide comprehensive advocacy services including: safety planning, supportive individual and group counseling, assistance in preparing court documents, court and social service agencies accompaniment, and referrals and information to outside agencies and providers (i.e.: legal, housing, transportation and economic options);

- Provide culturally-informed, trauma-responsive crisis intervention, and nonjudgmental, supportive comprehensive services to clients, including, but not limited to: assessments; intakes; individual and/or group supportive counseling; advocacy and accompaniment; follow-up contact, as safe and appropriate, and outreach; and information and referrals.
- Provide on-call advocacy outside of traditional business hours, as scheduled.

Program-Related

- Attend and actively participate in regular supervision with Collaborative Programs Director.
- Attend and actively participate in program-specific and agency-wide staff/team meetings.
- Attend and actively participate in assigned webinars, in-service trainings, and external trainings.
- Attend and actively participate in awareness month activities and agency events for clients.
- Actively participate in maintaining a clean, welcoming environment throughout the agency.

Administrative

- Maintain the confidentiality of clients, staff, volunteers, and agency information. Exceptions include information pertaining to child abuse, danger to self or others, or in response to an authorized release of information.
- Adhere to agency policies and protocols related to the security of electronic client service records.
- Maintain the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation of outreach, training, and other work tasks are complete and up-to-date and submitted to supervisor as directed.
- Ensure timely response and follow up to email communication and voicemail messages.

Organizational Relationships

- Contribute toward fostering inclusive and supportive work environments throughout the agency.
- Work closely and collaboratively with Collaborative Programs Director and other supervisory staff, as appropriate, to understand and accomplish position responsibilities.
- Work closely and collaboratively with agency staff within the Family Justice Center, residential settings, and collocated offices.
- Work closely and collaboratively with project coordinator, law enforcement, social service caseworkers, and other community partner organizations while supporting the advocacy needs and safety planning of child and youth victims of trafficking.

Other

- Other duties as assigned by immediate and/or other supervisors.
- Staff members are encouraged to be flexible and responsive to changes in scope of duties.

Work Hours: 40 hours per week; Monday through Friday with flexibility around evenings, weekends and holidays; primarily business hours with evening shifts required; one holiday per year required.

Requirements:

- 4-year degree in criminal justice, international relations, or related field, or equivalent work experience in providing direct crisis counseling and/or advocacy services to victims/survivors of intersecting forms of violence and abuse.
 - Commitment to working from an anti-oppression, harm-reduction, and trauma-responsive approach; and to social change through active participation in working towards ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
 - Ability to work independently as well as cooperatively with a team, with a willingness to appreciate different points of view and problem solve in a constructive manner.
 - Investment in ongoing professional growth and development, learning, and skill-building.
 - Excellent written and oral communication, organizational and time management skills.
 - Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and community.
 - Demonstrates good judgment with the ability to make timely and sound decisions.
 - Experience with data management and knowledge of Microsoft Word, Excel and Power Point, and other database applications.
 - Ability to lift up to 50 pounds, navigate stairs, and periods of sitting, standing and movement required.
 - Travel extensively between the agency's office sites and throughout the service region.
- A valid, insurable driver's license and reliable transportation.

Desired:

- Bilingual/bicultural candidates strongly encouraged to apply.

Conditions of Employment:

- All jobs contingent upon successful completion of certain background checks which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.

NO PHONE CALLS PLEASE.

Applicants may email, mail, or fax resume **with** cover letter, describing your interest in this position.

Subject line must read: Crime Victim Case Manager

Attention: Pam O'Dea

Email: podea@fearlesshv.org