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13394 W. Trepania Road Hayward, WI 54843
Phone 715-634-9360 Fax 715-634-9228

Outreach & Shelter Serving Adult & Child Victims of Domestic, Sexual, Elder, Stalking, & Dating Violence

- Job Description:** Child and Elder VICTIM ADVOCATE
Supervisor: Oakwood Haven Director
Job Site: Oakwood Haven
Job Summary: The Child and Elder Victim Advocate ensures the emotional, social and safety needs of Child Victims and Elder Victims and their families will be met and maintained on an individual basis in accordance with policies and procedures and current federal, state, local and tribal standards, guidelines, and regulations. The Advocate will provide crisis intervention and assist victims in understanding the implications and complexities of violence. The Advocate must have a high level of patience and the ability to maneuver through the various social service programs in order to assist in providing a positive outcome for victims and their families.

The Advocate will address the support and advocacy needs of victims to:

- Report crimes against them especially drug-related crimes,
- Teach victims how to protect themselves by developing safety and support systems, and
- Promote the emotional, cultural, physical and financial health and strengthen self-esteem of victims who experience criminal victim violence.

General:

The Advocate ensures the availability of 24-hour victim advocacy services either through personal or telephonic contact. The position requires at least 2 years of experience in the field or in a related area. This individual must be familiar with standard concepts, practices, and procedures within the crime victim field. Crime victims rely on the experience and judgment of the Advocate to assist in the planning and accomplishing goals.

The Advocate works under general supervision or independently and reports to supervisor or case manager. A certain degree of creativity, initiative and ability to work collaboratively with other organizations is required.

- A. Maintain confidentiality and non-disclosure at all times on and off the job.
- B. Maintain accurate, concise records for all calls, walk-ins and client contacts.
- C. Interact in a professional/cooperative manner with staff and volunteers.
- D. Attend and participate in all staff meetings/trainings.

Qualifications:

1. High School diploma or its' equivalent and has worked with victims for at least 2 years.
2. Valid Wisconsin driver's license, reliable vehicle, and full auto coverage.
3. Flexibility with hours to work.
4. Work well with all personality types
5. Excellent communication skills, both verbal and written, and listening / feedback skills.
6. Knowledge of crisis intervention techniques/networking with communities.
7. Knowledge of the lasting effects of crimes and violence has for all victims.
8. Experience or course work in the field of social work, counseling, or human service field.
9. Available for after hours on call basis with the ability to appear at the shelter, sheriff's department, or hospital within 15 minutes for a crisis.
10. Ability to recognize the need for professional intervention, to be non-judgmental, and to be motivated to learn from direct experience as well as from training and supervision.
11. Access to telephone at home for on call crisis coverage.
12. Must be able to pass a pre-employment drug screen.

Duties and Responsibilities:

1. Prepare intake and screen victims for physical, emotional and safety needs.
2. Provide emotional support, advocacy, crisis intervention, referrals to help victim acknowledge, understand and process their feelings resulting from the violence in the family, learn and practice non-violent communication skills. Assist in skill development to protect victims in their own home.
3. Provide information and referral.
4. Maintain an effective 24-hour crisis line protocol.
5. When appropriate, provide case management and develop individual plans addressing needs and problems.
6. Maintain client files in an objective manner, including dates, types of service provided, goals, age, gender and type of abuse.
7. Hold weekly support group with a focus on the dynamics of family violence and prevention of.
8. Report all suspected child and elder abuse/neglect situations to appropriate agencies and staff.
9. Maintain current information on community services and referral options. Network with agencies providing services for victims, and/or other agencies which may be helpful for program participants.
10. Coordinate services with other agencies on a monthly basis through CCR, Human Relations Council, Safe and Stable Families, WCADV, WCASA and other resources.
11. Coordinate transportation to victims as needed.
12. Provide monthly in-service training for staff on victim and children's issues.
13. Complete all necessary responsibilities and activities of the grant.

14. Complete all reporting requirements to Director for grant management.
15. Adhere to strict confidentiality policy to protect the clients of Oakwood Haven.

With the knowledge that LCO Oakwood Havens' mission is to serve persons experiencing violence and abuse in their lives and relationships and that with the knowledge that efficiently runs programs are the best assurance of accomplishing our mission, LCO Oakwood Haven expects all its employees, (when time and job responsibilities permit) to lend the necessary supportive services to other programs or staff within the agency when a request is made or when the need to do so is apparent.

Application Procedure:

Submit complete LCO Employment Application, Resume, at least three (3) personal references and any other supportive documents. Resume should indicate personal information related to position for which applicant is applying, education, experience, professional and/or community involvement and availability. Tribal Member applicants must provide a signed official document from a federally recognized tribe acknowledging enrollment. A preliminary background check shall be conducted upon receipt of the LCO Employment Application.

Mail information to:

Lac Courte Oreilles Tribal Government
Attn: Human Resource Department
13394 W. Trepania Road
Hayward, Wisconsin 54843
Telephone: 715-634-8934
Fax: 715-699-1209

Tribal preference will apply to qualified applicants in accordance with the Lac Courte Oreilles Policies & Procedures Manual.