

## SAGE



Job Description

**TITLE:** VOCA Manager

**RESPONSIBILITIES:** Responsible for the development, design, community education, outreach and promotion of specified Victim of Crimes projects in one or more designated programs or geographic areas.

**SUPERVISOR:** Associate Director

**HOURS/SCHEDULE:** 40 hours per week

**STATUS:** Non-Exempt

**ESSENTIAL DUTIES AND RESPONSIBILITIES** Responsible for the development, design, and promotion of specified Victims of Crime projects in one or more designated programs or geographic areas. Provides outreach and develops educational materials for VOCA program. Coordinates outreach for VOCA program. Acts as liaison with advocates, agencies, and clients to ensure community knowledge and access to Domestic Violence, Sexual Assault, Crime Victim Services, and Child Advocacy programs in Chelan/Douglas Counties.

### **VOCA Manager Direct Responsibilities**

As assigned is responsible for Victims of Crime program and outreach operations as follows:

- Responsible for the day-to-day operation and general oversight of grant, clients, and volunteers who work in the VOCA program.
- Responsible for maintaining VOCA standards.
- Acts as a liaison between SAGE and OVCA, including preparing and submitting quarterly reports, organizing quarterly meetings with partners and OCVA.
- Coordinates VOCA statement of work. Adheres to relevant regulations, laws, and contractual requirements.
- Responsible for keeping Executive Director informed of all issues pertaining to the operation and management of Victims of Crime Program; including pending litigation, program requirements, fiscal reports, budgets, gaps in services, any conflicts between established policies, procedures practices, and contractual by laws, local, county, state or federal rules, regulations, requirements or law.
- Works closely with Executive Director to ensure that victims of crime standards and statement of work are developed, initiated, and maintained.
- Answer phones and assists clients as agency demands and staffing require.
- Provide consultation for employees as agency demands and staffing requires.
- Provides community education and awareness, community and public relations including public speaking.
- Plans, develops, implements and facilitate outreach education, services and activities in Chelan/Douglas Counties. Assists in the development of program curriculum and establishes and maintains educational standards. Public speaking and facilitation skills required.
- Produces, publishes and distributes Crime Victim Programs materials
- Responsible for providing 8 brown bag crime specific trainings.
- Responsible for inputting VOCA presentation sheets as required by state funding agencies.
- Ensures compliance with federal and state regulations and agency policies.
- Provides input on applicable grant applications with director.
- Attends NCW Suicide Coalition meetings and other meetings as directed by the Executive Director.
- Reviews and contributes to agency written policy or protocol.
- Attends weekly staff meeting.
- Documents training activities/ events.

- Maintains complete and accurate documentation for all crisis line calls and for all support, advocacy, information, and referral services provided to crisis line callers. Ensures compliance with federal and state regulations and agency policies.
- Gives verbal authorization for transportation (taxi) as funding allows.

Provides a client centered system of coordinated services in the development of working relationships among programs, and diverse service agencies/providers including networking and coordination with law enforcement and civil/legal system representatives and attending meetings of relevant committees or coalitions as schedule permits.

Promotes attitudes, behaviors and social conditions that will reduce and ultimately eliminate factors that cause or contribute to sexual and domestic violence including but not limited to prevention and community education, resources and activities to schools, local organizations, and businesses.

### **Community Outreach & Education**

- Plans, develops, implements, and facilitates outreach education, services, and activities in Chelan/Douglas Counties. Assists in the development of program curriculum under established educational standards. Public speaking and facilitation skills required.
- Provides prevention and community education, resources and activities to schools, local organizations, and businesses.
- Acts as liaison with agencies, businesses, community leaders, advocates, and clients to ensure community awareness of Crime Victim services.

### **Medical Advocacy**

Provides medical advocacy at local medical facilities to victims of crimes.

- Assists clients to access Crime victim assistance or resources.
- Personal support and assistance in assessing crime victims' services
- All activities and services will be client focused and case specific
- Acts on behalf of and in support of victims on a 24-hr. basis to ensure their interests are represented and their rights upheld.
- Provides assistance in making informed decision about medical care, preparations needed including referral for possible forensic exam.
- Support at medical exams & appointments, provides information about medical care/concerns and follow-up care.

### **Advocacy**

- Provides crisis intervention, support, advocacy, information and referral, outreach, coordination of emergency shelter, food, clothing, medical services, transportation, and protection services to crisis line callers.
- Acts as stand-by for 24-hour crisis line calls and provides back-up support for Volunteer Advocates as agency demands and staffing needs require.
- Provides support, advocacy, information and referral, and crisis intervention for and on behalf of clients needing medical and/or law enforcement services.
- Assists clients to access crime victim's assistance or resources
- Ensures that coordination of translation and interpretation services to any victim of violence is in place.
- Responsible for involvement in legislative advocacy on behalf of victims of domestic violence, sexual assault and victims of crime.
  - Responsible for correspondence as required.
  - Participates in office janitorial and cleaning duties as needed.
  - Demonstrates ability to effectively negotiate and operate within the legal system.

- Participate in weekly staff meetings and on-going training.
- Demonstrates ability to establish and maintain professional, positive, and effective working relationships with staff, interns, volunteers, and colleagues.
- Demonstrates ability to function effectively in an environment that requires flexibility and tolerance of high levels of stress
- Demonstrates understanding and application of issues relating to domestic violence, sexual assault, crisis intervention, case management, and the helping professions.
- Demonstrates ability to communicate effectively both verbally and in writing
- Other duties as assigned.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Per WAC 388-61A-0370. (1) At least two years of experience providing advocacy to victims of domestic violence within a domestic violence agency. (2) A minimum of fifty hours of training on domestic violence issues and advocacy within three years prior to being hired as a supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**Education and or Experience:**

A degree in social, behavioral, counseling, or administration discipline, and /or four years work experience in the above-related fields with a minimum of two years’ experience in sexual assault, domestic violence, or criminal justice services.

**Language skills:**

Ability to read and interpret documents such as protection orders, safety plans and general DV/SA documents, procedure manuals, and instructions. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients or employees of organizations. Multilingual language skills preferred.

**Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ration, and percent and to draw and interpret graphs.

**Reasoning Ability:**

Ability to understand moderately complex instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in non-standardized situations.

**Certificates, Licenses Registrations:**

- Valid Washington State Drivers License
- Clear Driving Record
- Clear Back Ground Check

**PERFORMANCE REQUIREMENTS:**

**Training Basic requirement 1st year**

- Domestic Violence, DVLA, and Stop Grant Training: Must complete a combination of 20 hours of designated domestic violence training. (WAC 388-61A-0350)
- Sexual Assault: 30 hours of topic specific training that is certified by Washington State. The certified training includes sexual assault, medical and legal advocacy requirements prior to engaging in any direct service advocacy.
- Must complete 5 hours of WCSAP prevention orientation or equivalent.
- Must complete a 30 Hour Pre-Service Advocacy Crime Victim Training before a staff member or volunteer responds to a victim of crime and 10 hours of crime specific training in the first year.
- Legal Advocates must also have a 2-year base of advocacy experience prior to legal advocacy services.

**Basic requirement 2nd year and beyond**

- Domestic Violence, DVLA, & Stop grants: 30 hours (WAC 388-61A-0350)
  - (a) A minimum of fifteen hours of training on advocacy that is directly related to serving victims of domestic violence and their children.
  - (b) (b) A minimum of five hours of training on providing services and advocacy to individuals from marginalized populations.
  - (c) (c) Not more than ten hours of the thirty hours of continuing education training can be obtained from video, audio, or similar self-study methods.
  
- Sexual Assault
  - (a) 12 hours of *ongoing* sexual abuse/assault training
  - (b) 5 hours of prevention training
  
- Crime Victim Training
  - 12 hours on crime specific training.
  
- Complete all required initial and ongoing training as outlined above.

**Other Skills and Abilities:** Knowledge of computers and demonstrated skill in the use of excel spreadsheets, data entry, word processing, and other software applications used in the operation of the agency. Ability to organize, evaluate and present information.

**Physical Demands:** The physical demands described below are the essential job functions.

**Reasonable accommodations** may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk, or hear and is required to use hands to finger, handle or feel objects, tools or controls and to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

**Work Environment:** The work environment characteristics described are representative of those encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate.

Board Approved: \_\_\_\_\_ Date: \_\_\_\_\_