



Denver Children's Advocacy Center

JOB DESCRIPTION

Title: Victim Advocate / Crisis Intervention Specialist
Reports To: Director of Rapid Response
Status: Full Time - Exempt

The mission of Denver Children's Advocacy Center is to prevent abuse, strengthen families and restore childhood. DCAC serves children who have been sexually abused, neglected, or traumatized by witnessing violence. We are one of 17 child advocacy centers in Colorado providing friendly, family-supportive services in one central location, or close by. Our goal is to ensure that every child in Denver and neighboring counties who has been traumatized by sexual abuse, or by witnessing homicide or domestic violence receives immediate, compassionate, and effective investigation, assessment and, if needed, mental health treatment. DCAC never charges families for its services and we never place time limits on healing. We are committed to the ongoing work of providing quality and culturally-responsive services to children and families of all backgrounds and identities.

General Responsibilities:

It is the responsibility of all DCAC employees to support DCAC's mission and goals, to respect the confidentiality of all who come to us for assistance, and to personally maintain the dignity and integrity of one who is placed in a position of public trust. We all bear the responsibility of improving the organization, communicating openly, empowering each other to excel at our work and to dedicate ourselves to inclusivity.

Summary of Position

The Crisis Service Victim Advocate provides support for the Rapid Response program at DCAC to ensure a continuum of services for children who have been victims of sexual abuse, domestic violence, neglect, or who have witnessed a homicide and/or other types of trauma. The focus of this position is to provide support, orientation, and information to child victims of crime and to non-offending family members, and to coordinate services with partner agencies involved in the investigation and treatment of child abuse, neglect and trauma. The Crisis Service Victim Advocate provides support for victims' immediate needs; assessing safety concerns, providing crisis intervention, and demonstrating trauma-informed responses and practices.

The Crisis Service Victim Advocate reports directly to the Director of Rapid Response and is required to attend all staff meetings, Rapid Response team meetings, and supervision. This position is full time (40 hours per week, Monday through Friday), and requires flexibility.

This job description should not be construed to imply that the requirements listed are the exclusive standards of the position. Other tasks and responsibilities may be assigned, as necessary.

Duties and Responsibilities

- Greets clients and families upon their arrival to the center
- Support in coordination of client and families visit to the center, often being first and last contact for client and caregiver
- Provides crisis intervention in person or by phone, including debriefing with a client after a forensic interview and connecting with DCAC therapist when appropriate.
- Provide emotional support to clients and family members
- Provides support, orientation and information about DCAC services to child victims of crime and to non-offending family members
- Provides information to non-offending family members about their rights as victims of crime, including victim compensation assistance.
- Assist in procuring concrete services (housing, protective orders, domestic violence intervention, food, crime victims compensation, transportation, public assistance, emergency awards, etc.).
- Provide case management contact with each family to ensure family is receiving necessary support and services by letter and phone.
- Maintains and enters data in the case tracking system
- Ensures services for victims are met through working partnerships with system victim advocates (i.e., Police and District Attorney Victim Advocates)
- Promotes stable and cooperative working relationships between all multidisciplinary team members and partner agencies, to include case review
- Recognizes, initiates, and leads improvement activities including assisting with the accreditation process and maintaining accreditation standards.
- Attends interagency meetings, trainings and workshops pertinent to advocacy services as directed by supervisor

Competency

To perform the outlined duties and responsibilities successfully, the person in this position should demonstrate the following competencies:

- Demonstrates integrity and professionalism managing confidential material and sensitive situations
- Demonstrates confidence in leadership and team-building ability
- Identifies and analyzes needs and applies resources effectively to meet those needs
- Communicates clearly and effectively in positive or negative situations
- Demonstrates respect and sensitivity for cultural differences
- Manages competing demands
- Continues to build on knowledge and skills
- Demonstrates persistence in meeting difficult challenges
- Evaluates and maintains all parent and community resource information that is distributed to families, and maintains a resource directory
- Maintains a clean, healthy and safe environment including keeping toys clean and sanitary and maintaining appearance of family waiting rooms

Qualifications

The requirements listed below are representative of the knowledge, skill and/or ability required to perform this job successfully. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions.

- Bachelor's degree in Social Work or related field
- Knowledge of child protection and criminal justice systems
- Experience working in high-trauma settings
- Able to communicate effectively with young children and adolescents
- Knowledge of child development, child abuse and the effects of child abuse
- Experience working with children and/or families in crisis preferred
- Dedication to working with diverse populations
- Excellent written and verbal communication, computer and mediation skills
- Must pass background check

Benefits:

Salary based on experience and qualifications (Salary range: \$54,000-60,000 annually). Denver Children's Advocacy Center offers an excellent compensation package with full benefits which include medical, dental, and vision insurance, as well as a retirement plan option.

Denver Children's Advocacy Center is an equal opportunity employer and seeks a diverse applicant pool.

To apply for this position, please email your resume and cover letter to Hollie Reinhart at hreinhardt@denvercac.org