



Victim Advocate

ORGANIZATION:

The Williamson County Crisis Center dba Hope Alliance has been promoting the fundamental right for all individuals to be safe in their personal relationships for over 35 years. Hope Alliance operates under the belief that physical, sexual, emotional and psychological abuse of one human being by another is unacceptable. Located in Round Rock, Texas and serving Williamson County and Northern Travis County, Hope Alliance provides crisis services to both adult and child victims of Family Violence and/or Sexual Assault. We attempt to safeguard our clients' rights through a broad array of innovative, client-centered, trauma-informed direct services, community education, and advocacy. We currently serve more than 2,500 women, men and children annually.

SCOPE OF THE POSITION: Provide individualized and trauma-informed services to adult and child survivors, with a focus on hotline, intake, case management, and legal advocacy.

RESPONSIBILITIES:

- Provide hotline, intake, crisis intervention, advocacy and case management services in-person and on the hotline, informally assessing for emotional, physical, social, and educational needs and formulating individualized service plans.
- Actively seek out and liaison with relevant community agencies and resources in order to create a continuum of services that elevates the best interest of clients.
- Facilitate support, social skills, and education groups for adults and children.
- Act as a positive role model for parent-child interactions, using rewards and non-physical consequences.
- Cover on-call rotation, responding to survivors in community settings such as hospitals, law enforcement agencies and other social service organizations.
- Maintain communication with others and work to fulfill the agency's mission, vision and philosophy. This includes attending regularly scheduled staff and team meetings.
- Recognize personal emotions, thoughts, and values, and how they influence service provision.
- Report any incident of child or elder abuse to the appropriate team members.
- Assist with the collection and maintenance of data for statistical and programming purposes.
- Assist with recruitment, training, and engagement of volunteers and interns as well as community education efforts.
- Perform other duties as approved by VP, Programs and assigned by immediate supervisor.

QUALIFICATIONS AND EDUCATION:

- Minimum of a Bachelor's Degree in Human Service field, preferably in Social Work. Relevant experience can be substituted.
- Three years of experience providing victim services to adults and children, preferably in a residential setting, with demonstrated ability to respond to individuals in crises and maintain confidentiality.
- Familiarity with the network of social services including children's services, benefit providers, mental health, and criminal justice agencies in the Williamson County area.
- Must be able to successfully complete the agency-provided State Certification Training, during evening and weekend hours, within 90 days of hire date, and successfully complete a written exam and skills assessment designed to evaluate the special knowledge and skills required for continued certification.
- Must be able to maintain State Certification by documenting annually: six hours of continuing education and the provision of 100 hours of direct services at minimum.

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- Experience prioritizing independently, managing multiple and sometimes competing tasks, and meeting deadlines and desired outcomes.
- Experience working with allies and partners such as law enforcement.
- Adequate personal health, social maturity, emotional stability and effective stress management skills.
- Sensitivity to varying cultural, ethnic, and social backgrounds, values, attitudes, and languages, as well as tact, poise, professionalism, diplomacy, teamwork, humor, and ability to interact with people from all walks of life.
- Computer proficiency in email and productivity software products.
- Ability to stoop, bend and lift 25 pounds as well as the ability to move about inside the office to access file cabinets and other office equipment.
- Routinely use computer and other office equipment such as phones, fax, printer, and copier.

Hourly Range: \$15.00 - \$16.00

To Apply: Please email your resume to amy.byrd@hopealliancetxt.org

Hope Alliance is an equal opportunity employer.