

**HUBBARD HOUSE, INC  
JOB DESCRIPTION**

**POSITION TITLE:** Victim Advocate

**PROGRAM TITLE:** Survivor Services

**POSITION REPORT(S)  
DIRECTLY TO:** Program Supervisor

**POSITION(S) THAT REPORT(S)  
DIRECTLY TO THIS POSITION:** None

**POSITION(S) THAT REPORT(S)  
INDIRECTLY TO THIS POSITION:** Interns and Volunteers

**INDICATE NUMBER OF  
EMPLOYEES SUPERVISED:** None

**POSITION IS NON-EXEMPT FROM WAGE AND HOUR REQUIREMENTS**

**WORK EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

BA/BS in human service field with experience in crisis intervention and working with victims of domestic violence preferred. AA or equivalent considered with at least two years applicable experience. HS diploma or GED considered with at least four years applicable experience preferably working in a certified domestic violence center. Experience in Microsoft Office (or equivalent) and data entry. A valid driver's license and dependable transportation required. Vehicle insurance must be maintained. Must meet eligibility requirements for Hubbard House, Inc. vehicle insurance coverage.

**JOB SUMMARY:**

This position is responsible for assisting victims of domestic violence in obtaining services from social services agencies, criminal justice system, medical and educational personnel. The Victim Advocate provides service management, counseling, advocacy, support, crisis intervention, safety planning, lethality assessments, and follow-up services to survivors of domestic violence and their families. Victim Services to others may include victims of elder abuse, human trafficking, child abuse, and sexual assault.

**PRINCIPAL JOB DUTIES:**

1. Direct Victim Services — Provides advocacy, lethality assessments, safety planning, information, referrals, service management, crisis intervention, and follow-up services to victims so they may have the choices, support, and linkages necessary for them to be successful in pursuing a violence-free life. (100%):
  - 1.1 Provides assessments, advocacy, safety planning, lethality assessments, crisis intervention, counseling, community resources and follow-up to victims in person, on the phone (hotline or crisis calls), and electronically as needed. Be

- familiar with and follow all direct service guidelines as outlined in procedures manual. 86%
- 1.2 Works directly with victims to determine areas of need, set goals and when appropriate develop a service management plan. 1%
  - 1.3 Assists victims with required paperwork and program enrollment. 1%
  - 1.4 Conducts follow-up meetings with victims to assess progress toward completing service management goals and identify areas requiring further assistance. 1%
  - 1.5 Provides information, linkage, and referrals with community services providers to victims in order to facilitate accomplishment of service management goals, avoid duplication of services, and to ensure that victims can access resources available to them. Provide information regarding resources and options for victims. 1%
  - 1.6 Maintains contact and follow-up with referral providers to ensure that victims' needs are being met. As assigned, may be required to attend/facilitate internal and/or external meetings to assist service delivery for victims. 1%
  - 1.7 As assigned, works closely with other advocates to ensure agency representation on community coalitions and task forces aimed at access and coordination of services for victims. 1%
  - 1.8 As assigned, facilitates support/educational groups for victims. 1%
  - 1.9 As assigned, participates on pager rotation providing after-hours injunction assistance, response to DCF and Community Based Care providers investigation/follow-up and other assigned 24/7 responses. 1%
  - 1.10 As warranted, assists victims with completing, filing, and obtaining an IFP as well as support and preparation regarding civil court hearings. 1 %
  - 1.11 As warranted, provides support and preparation for victims regarding criminal court hearings as well as obtaining services from State Attorney. Advocates within the justice system, as needed, for survivors of domestic violence. 1%
  - 1.12 Participates in service management reviews, staff meetings, coordinated community response meetings, and supervisory meetings (internal and external) with peers, supervisors, coworkers, and other agency representatives to further implement services for victims. 1%
  - 1.13 Documents services, outcomes, and time provided for victims and maintain victims' files in accordance with established agency guidelines. 1%
  - 1.14 As assigned, participates in community education presentations that help identify available services for victims of domestic violence. ¼%
  - 1.15 As assigned, facilitates transportation and/or transports victims needing medical attention, food or other assistance, as defined in program procedure manual. ¼%
  - 1.16 As assigned, trains, assists and supervises volunteers to provide services to victims in designated program. ¼%
  - 1.17 As assigned, plans and implements outings and activities for victims. ¼%
  - 1.18 Reports suspected child abuse and neglect according to Florida Statute and per Hubbard House policies and procedures. ¼%
  - 1.19 Implementation of safety procedures in the event of threats to victims and/or facilities. Directs all problems concerning facility maintenance, security, and safety to supervisor for prompt resolution and compliance with risk management policy. ¼%
  - 1.20 Assumes all other duties as assigned by supervisor. ½%

### **KNOWLEDGE/SKILLS/CONTACTS:**

1. Must respect and advance Hubbard House mission.
2. Must possess effective computer literacy skills (Microsoft Office Suite, data entry skills, word processing, Windows-based software programs, client management programs, basic email skills, etc.).
3. Must possess effective oral and written communication skills (includes appropriate telephone, email, and social media etiquette).
4. Must possess effective reading comprehension skills.
5. Must possess strong customer service skills (courteous, friendly, etc.). Requires the ability to identify and solve problems in a calm, logical manner. Problem solving will include cooperative efforts with the program participants, volunteers, donors, and other Hubbard House staff.
6. Must be ethical (honest, responsible, accountable, demonstrates integrity).
7. Must be self-motivated, have the ability to work independently, demonstrate sound judgment, prioritize tasks, manage time efficiently and resources effectively.
8. Must be adaptable (open to feedback, change, new ideas) and be flexible in job tasks within a team format. Ability to be flexible in working hours to address emergency situations, shift coverage, meetings, speaking engagements, and various departmental/agency priorities.
9. Must be able to work within an empowerment-based service delivery system
10. Ability to work respectfully, non-judgmentally, and professionally with diverse groups of people and various populations in a culturally competent manner. This includes internal and external contacts such as program participants, Hubbard House staff, volunteers, donors, the Sheriff's office, the State Attorney's office, Hubbard House visitors, other agency representatives, project partners, and the community at large.
11. Ability to uphold and advance Hubbard House non-discrimination policy: Hubbard House, Inc. does not discriminate on the basis of race, color, religion, age, national origin, mental or physical disability/disability status, sex/gender, pregnancy, military status/status as a veteran, genetic information, citizenship, immigration status, marital status, sexual orientation, gender identity, gender expression, limited English proficiency, language spoken, or other legally protected status.
12. Ability to effectively provide advocacy services, safety plan, conduct lethality assessments, community referrals, and counseling.
13. Ability to provide effective, immediate crisis intervention for victims and to work effectively to de-escalate crisis situations.
14. All staff who will be working directly with victims are required to successfully complete approved Florida Coalition Against Domestic Violence (FCADV) 30-hour training. This must be done within ninety days of initial employment and no unsupervised contact with victims will be permitted prior to completion of training and registration with FCADV for privilege communication status. Must also maintain annually required approved on-going training.
15. Must maintain eligibility requirements for Hubbard House, Inc. vehicle insurance coverage.

**WORKING CONDITIONS:**

Work location is clean; fully climate controlled and complies with Florida Clean Indoor Air Act.

All duties and requirements are essential job functions. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

All staff and volunteers who will be working directly with victims are to have approved FCADV training prior to beginning their job responsibilities. All employees and volunteers who render direct services to victims must complete the thirty hours of training. This must be done within ninety days of initial employment and no unsupervised contact will be permitted prior to completion of training and registration with the Florida Coalition Against Domestic Violence.

This position description does not state or imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

This document does not create an employee contract, implied or otherwise, other than an "at will" employment relationship.

I have read and fully understand my job description. By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the organization.

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Signed

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Date