Director of Victim Services

JOB TITLE: Director, Victim Services

EFFECTIVE DATE: 2011

PROGRAM: Victim Services

REPORTS TO: Chief Operating Officer

FACILITY: Rape Recovery Center

CITY: Lakeland, FL

JOB STATUS: Full Time

FLSA: Exempt

Job Summary: This is a “high profile” position requiring exemplary interpersonal skills and extraordinary communication skills. Must be able to represent Peace River Center professionally in the community, with a mindset of diversity and inclusion. This position oversees two 24/7 domestic violence shelters and a rape recovery center. This position is the Liaison with numerous State and community based agencies, our Advisory Board members and other Community groups on issues of rape and domestic violence. Relationship building and engagement is essential. Must maintain proactive and timely communication to Peace River Center’s Leadership and Community Relations Department. In addition to external responsibilities, this position requires a high level of involvement with the operation of all services. This includes, ensuring access to services, the provision of needed services with a sustainable organizational structure, to assure a sensitive process for victims and to attain outcomes that improve victim's lives. Goals are to be attained with a collaborative spirit and integrity, recognizing that the quality, reputation, and strategic guidance of Victim Services are delegated to this position. Supervisory experience is required.

General Expectations:

In the performance of their respective task and duties, all employees are expected to conform to the following:

a. Fully understand and consistently exhibit all of Peace River Center’s Core Values, while fostering the same with all direct reports
b. Perform quality work within deadlines with or without direct supervision
c. Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations
e. Ability to adhere to company and/or program’s dress code standards
f. Ability to report to work with good personal hygiene

Essential Responsibilities: Must be able to perform essential responsibilities with or without reasonable accommodations

- Flexibility with schedule as needed, to attend meetings, which may include some evenings and weekends
- Ability to arrive to work and ready to work on time
• Ability to abide by principles of EEO compliance and a workplace of dignity and respect
• Ability to work cooperatively in a group and/or team setting
• Ability to show respect to all others
• Ability to professionally communicate with other employees and outside vendors, as required
• Ability to take guidance and direction from Executive Level management

The remaining **Essential Responsibilities** are outlined in the following categories:

**A) Access – Ensures victims know about, can find, & are able to use services**

1. Provide Public Visibility and a Positive Agency Reputation
   a. Partner with Community Relations to create and sustain timely, effective and informative marketing strategies for all of Victim Services
   b. Must have level of comfort with assisting Community Relations with Media coverage - events, editorials, interviews, photos, donations, & articles, as requested
   c. Public speaking – in all parts of our 3 counties served, including places of worship, civic organizations and other businesses

2. Assure Victim Friendly and Accessible Services
   a. Priority of security and confidentiality
   b. Assure available 24 Hour Crisis Lines
   c. Domestic Violence crisis counseling, scene response, & shelter
   d. Rape Crisis counseling & hospital response
   e. Phone answering (not busy, not FAX, nice voice, voice mail)
   f. Collaboration agreements, referral processes, cross training
   g. Participate on Committees, Needs Assessments, etc.
   h. Maintains staffing levels to operate proficiently in a 24/7 environment
   i. Parking, handicap accessible (TTY, bathroom, & building)

**B) Structure – Provide needed services, trained and professional staff, & well-managed organization**

1. Create and Maintain Needed Range of Assistance for Victims
   a. Needs Assessment every 2 years (victims, public, agencies, staff, & board)
   b. Services Specific for Different Victims (sexual assault and domestic violence)
   c. Services Specific to Victims navigating the judicial system
   d. Collaborations which enhance Quantity, Quality, Access, & Process of Services
      i. Sexual Assault & Domestic Violence Task Forces
      ii. Hospitals & Sexual Assault Nurse Examiners
      iii. Legal Aid, interpreters, counseling, etc.
      iv. United Way agencies and other social service networks

2. Assure Competent and Productive staff
   a. Training and Staff Development ~ Encouraging and assisting direct reports in reaching their professional goals
   b. Consistent and engaging communication with direction, supervision, and enforcement of policies & procedures

3. Administer Budget, Financials, Grant writing & implementation, Fund Raising, & Reporting
   a. Manage annual budget, monthly historical & future trends
   b. Grant searches, writing, and implementation
   c. Fund raising
d. Audit, Insurance, check & balance systems (petty cash, mail), monitor expenses

   a. Board agenda, development, & recognition; (full, accurate, & timely)
   b. Agency and personnel policies updated as needed, procedures, & assessments evaluated on a regular basis
   c. Data management for victims, statistical, outcome, & grant data (full, accurate & timely)

C) Process – Manage the respectful treatment of victims while in services

1. Maintain Priority of Safety for Victims and Staff
2. Assure Victim Sensitive Services
   a. Supportive, culturally & trauma sensitive, individualized, etc.
   b. Provide Timely and Accurate Case Information to Victims

D) Outcomes – Ensure quality services that result in positive changes for victims

1. Assure services improve outcomes of safety and healing
   a. Safety – Shelter, Protection Orders (civil & criminal), new locks, etc.
   b. Healing - Crisis Counseling, family support, medical issues, support group, etc.
   c. Justice - Court Advocacy, time & accurate hearing notices, witness, etc.
2. Seek Rights and Fair Treatment for Victims
   a. Local justice officials & issues, state & federal legislation, compliance efforts
   b. Training of justice officials, trust building
3. Provide compassionate and expert direct victim services

E) Efficiency, Quality, Ethics, & Positive Leadership – serves with integrity

1. Assure Efficient Use of Resources
2. Maintain High Standards of Quality and Ethics in Services and Management
3. Provide Positive & Mission Focused Leadership with a Vision for the Future

Qualifications:

**Education:**
Master’s Degree in Social Work or related Human Services Field
Or
Bachelor’s Degree in Social Work or Related Human Services Field

**Experience:**
With Master’s Degree, 2 additional years’ experience working with domestic violence victims / programs is required
With Bachelor’s Degree, 3 additional years’ experience working with domestic violence victims / programs

Minimum of 2 years of hand’s on experience in a supervisory position ~ Must have direct experience with hiring, performance management, disciplinary action and staff development ~
Grant writing, management and fund raising experience preferred

**Certifications:**
- Must complete 30 hours of domestic violence competency based core training within 90 days of employment
- Must become a Certified Trainer in the field of domestic violence and competency based core training within the first year of employment

**Training:**
- 24 hours professional enhancement training annually, including all PRC required training
- Training in the power and control dynamics of domestic violence

**Knowledge and Skills:**
- Superior verbal and written communication skills
- Solid working knowledge of Microsoft Office Suite 2010 and ability to learn customized computer software
- Proven ability to prioritize conflicting demands
- Effective organizational skills
- Excellent presentation skills

**Safety Equipment**
- Universal Precautions
- Comply with Occupational Safety and Health Administration (OSHA) rules and regulations
- Life Safety Equipment (fire extinguisher)

**Transportation:**
- Must have reliable transportation
- Must be able to meet DOT driving requirements of age 25 and possess a valid Florida Driver’s License
- Must carry $50,000/$100,000 bodily injury coverage on personal vehicle and provide proof of coverage
- Clean driving record

**Machines, Tool and Equipment Used:**
- Computer, telephone, fax, copier

**Supervisory Relationship(s)**
- Reports to Chief Operating Officer on all issues and program services ~ Manage a staff of 30 employees and be directly responsible for supervision of the Domestic Violence program Coordinator, program Assistant, Rape Recovery Coordinator and Fiscal Coordinator

**Work Environment:**
- Office Environment
- Field and Community base work
- This position will be based in the Rape Recovery Center, with regular trips to the Domestic Violence Shelters
- Visiting some sites within PRC may present exposure to adverse working conditions due to people who are mentally ill, who may be psychotic, and who may present some exposure to communicable diseases, be verbally abusive or present a threat of violence
**Limitations and Disclaimer:**

While the essential duties of your job are outlined above, it may be necessary at times for the Company and/or your supervisor to vary your responsibilities while keeping them within the scope of the work you were hired to do. I recognize that this is a general job description and is not meant to be a detailed list of assignments.

I have read and understand this job description and hereby certify that I am qualified to perform this position and can perform the essential functions of this position, with or without a reasonable accommodation. I understand that I must inform the Chief Operating Officer or Chief Human Resources Officer if at any time I am unable to perform the essential responsibilities.

Please list any requested accommodation below if an accommodation is necessary to perform the essential function of this position.

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Accommodation requested (if applicable)

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