

## **JOB DESCRIPTION**

**Position Title:** Director of Victim Services

**Effective Date:** 5/8/2019

**This position reports to:** Chief Executive Officer

**This position is:**     **X** Exempt     \_\_\_ Non-exempt

**Hours per week:**     40

**Salary Range:** \$106,000 - \$142,000

**Location:** Alexandria, VA

---

**The general purpose of this position is to:**

Oversee all Zero Abuse Project's direct services to victims. This position will supervise the efforts of Victim Assistance Civil Specialists (VACS) in law firms throughout the country to ensure full and successful implementation of the overall victim services program.

This supervisory position will plan, implement, and coordinate training efforts of Zero Abuse Project Child Victims Act program. This includes serving as Director for multiple states, ensuring partnerships with law firms representing clients in civil litigation, training and on-boarding of staff, and managing the budget including; salaries, training, and grant opportunities.

The position will be responsible for the development of a needs assessment and strategic plan, and nationwide implementation of training related to victim services. Additionally, the position will plan, coordinate, and implement both legal and non-legal training for personnel within the civil system.

This position entails the administration of trauma-informed services to individuals and entities that suffered direct physical, emotional, psychological, or financial hardships as the result of child sexual abuse. The director provides up-to-date information to VACSs and other employees regarding the dynamics and impact of child sexual assault, legal issues concerning the rights of victims in the civil justice system, and available compensation and services for victims.

In addition, the director provides information on, and assistance with, access to victim assistance resources.

**Essential functions of this position include the following:**

1. Supervise the efforts of VACSs in law firms to ensure full and successful implementation of the overall victim services program
2. Identify victim services program needs, gaps, and problems through ongoing qualitative analysis of individual performance reports, regular contact with Victim Assistance Civil Specialists, base statistics, and discussions with law firm and Zero Abuse management
3. Develop and administer an annual budget for the Victim Assistance Civil Specialist program.
4. Evaluate the performance of field-level VACSs and develop plans to assist VACSs who are not performing to program standards
5. Oversee team leads who supervise VACSs, to include professional support staff with highly specialized areas of knowledge, expertise, and responsibilities
6. Identify program, developmental, and training needs of employees, providing or arranging for needed developmental training
7. Oversee the development of appropriate training curricula for VACSs, attorneys, and other personnel
8. Network with other victim service providers on key issues related to victims of child sex abuse and the provision of identified services
9. Interview candidates for VACS positions and analyze statistical program data to recommend appointments, promotions or reassignments to VACS positions
10. Oversee the development and maintenance of a library or resource materials for use by VACSs and other employees
11. Direct VAC participation in outreach
12. Perform other duties as assigned
13. Travel may be required

**Minimum qualifications for position:**

**Specialized Experience:** 10+ years of experience in victim services, program management, advocacy, the justice system and/or military victim services. Participation or understanding of MDTs, SARTs, or other collaborative based teams.

**Education:** A Masters' degree preferred in Public Administration or any relevant social sciences. Extensive knowledge of the theories, practices, procedures, directly related to the provision services to victims of violent crime.

**Knowledge requirements**

Applicants should possess a foundational knowledge of:

- Civil Statutes of Limitation for child sex abuse and recent legislative changes (state specific)
- Criminal statutes related to child sex abuse (state specific)
- Dynamics of child sex abuse

- Grooming and manipulation processes
- Delayed disclosure
- Systematic barriers to disclosure
- Poly-victimization
- Impact of trauma
- Neurobiology of trauma/impact on memory
- Victimology and trauma-informed victim services principles and practices that directly support the adjudication of crime victims' civil claims.
- Current professional and ethical standards associated with aiding victims of crime, including conducting assessments and providing trauma-informed crisis intervention.
- Human services systems, including mental health, social services, and child protective services, as well as the range of private organizations that serve victims of crime and individuals and families in crisis

**Skills and qualities required for position:**

- Ability to manage complex programs
- Ability to administer programmatic budgets.
- Ability to work within a team of attorneys, advocates and victims
- Experience responding to victim inquiries and concerns of the civil process
- Excellent time management, communication, interpersonal, problem solving and organizational skills
- Ability to juggle multiple demand and needs of multiple clients
- Ability to empathize and listen
- Ability to speak and write English fluently and to be clearly understood over the telephone and in person
- Requires the use of and familiarity with various computer programs such as Microsoft Office applications, i.e., Word, Excel, and PowerPoint
- Ability to navigate and use the Internet easily and proficiently

**Physical requirements of this position include:**

- Ability to sit at a desk for extended periods of time in excess of 3 hours
- Ability to use a computer via a mouse & keyboard
- Ability to use a telephone
- Ability to communicate verbally and clearly through email, via the telephone and in person

**To apply:**

- Send resume, writing sample, and a cover letter connecting your skills and experience to the functions, requirements and qualifications listed above to [careers@zeroabuseproject.org](mailto:careers@zeroabuseproject.org)

*\* This description covers the primary purpose and principal duties of the job. It is not intended to give all requirements or details or a step-by-step account of the way each task is performed.*

*\*\* Zero Abuse Project is an equal opportunity employer.*

*\*\*\* Zero Abuse Project is a strengths-based organization. Learn more about strengths at <http://strengthswise.com/>*