

## **JOB DESCRIPTION**

**Position Title:** Victim Assistance Civil Specialist Team Lead

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

**This position reports to:** Director of Victim Services and law firm supervisor

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

**Hours per week:**     40

**Salary Range:** \$62,000 - \$105,000

**Location:** Positions available in New York City; Los Angeles, CA; and New Jersey

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

Provide consultation, technical assistance, and oversight to Victim Assistance Civil Specialists (VACS) serving in law firms. Work with law firm managers to provide supervision, guidance, and support to VACSs in performance of their duties.

Perform all the duties of a Victim Assistance Civil Specialist and carry an active caseload. Victim Assistance Civil Specialists are employees of the Zero Abuse Project, but their regular workplace would be in the law firm contracting for their services.

This position entails the administration of trauma-informed services to individuals and entities that have suffered direct physical, emotional, psychological, or financial hardships as the result of child sexual abuse. The Team Lead 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, available compensation, and services for victims through medical and mental health providers, social services agencies, and advocacy organizations.

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

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

1. Under the direction of the Director of Victim Services, supervise the efforts of VACSs in law firms to ensure full and successful implementation of the overall victim services program
2. Provide expert advice and consultation to VACS and law firm employees on issues related to victim assistance and trauma-informed care

3. 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
4. Participate in evaluating the performance of field-level VACSs and work with Director of Victim Services to develop plans and assist VACSs who are not performing to program standards
5. Work with senior management to interview candidates for VACS positions and analyze statistical program data to recommend appointments, promotions, or reassignments to VACS positions
6. Help develop and conduct training for new attorneys and law firm support staff to ensure understanding of VACSs role, benefits of the victim services program, and practical application tools to assist attorneys
7. Work with senior management to identify program, developmental, and training needs of employees
8. At the direction of senior management, participate in outreach
9. Network with other victim service providers on key issues related to victims of child sex abuse and the provision of identified services
10. Provide trauma-informed advocacy to victims
11. Respond to victim inquiries and concerns of the civil process
12. Assist victims to determine eligibility for victim-assistance services
13. Communicate information to victims regarding attorney meetings, depositions, court hearings, and additional appointments or proceedings
14. Provide crisis intervention, including technical assistance, regarding the de-escalation of situations, establishment of physical and emotional safety, provision of basic and emergency needs, and reinforcement of the victim's ability to make choices regarding possible courses of action
15. Performs other duties as assigned
16. Travel may be required

**Minimum qualifications for position:**

**Specialized Experience:** At least 8 years of experience in victim services, employee management, and coordinating a team of advocates. Participation or understanding of MDTs, SARTs, or other collaborative based teams.

**Education:** Extensive knowledge of the theories, practices, procedures, and methodology of a field of study directly related to the provision of crisis intervention and victim assistance is required. This can include psychology, social work, sociology, or counseling. Extensive professional experience providing direct services to victims of violent crime. A Masters' degree in one of the above-mentioned fields of social and behavioral sciences is preferred.

**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 work within a team of attorneys, advocates and victims
- Excellent time management, communication, interpersonal, problem solving and organizational skills
- Ability to juggle multiple the needs of multiple clients and supervisees
- 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)
- Please indicate whether you wish to be considered for a position in New York City, Los Angeles, or Central/Northern New Jersey

*\* 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/>*