



539 N. GRAND BLVD., SUITE 400
ST. LOUIS, MISSOURI 63103
Business: (314) 652-3623
www.supportvictims.org

JOB DESCRIPTION: COPA County Victim Advocate

General Responsibilities

Under the supervision and direction of the Director of Advocacy Programs of Crime Victim Center (CVC) and DV Court Coordinator of St. Louis County, is responsible for providing case management services to victims of domestic violence to overcome the negative and dehumanizing impact of crime on their lives.

Specific Tasks

Victim Services

- Provides case management and victim services to victims of crime
- Ensure that advocacy and support is available to victims of abuse petitioning for Orders of Protection. Services offered include but are not limited to assistance in filing, information about Adult and Child Orders of Protection and the court process, safety planning, knowledge of other court resources and community resources.
- Maintains computerized records according to agency policy and procedure.
- Attend Full Hearings with victims as requested by the DV Court.
- Maintain office to provide victims with privacy to discuss their situation, access to a telephone for immediate needs and area resources.

Program Management

- Responsible for daily functions of COPA project office, located in the St. Louis County Courts Building, which serves as a satellite office of CVC.
- Serve as a resource to judges, clerks and other court personnel.
- Continually assess the functions of the COPA office and the needs of petitioners and the court. Enhance and expand office practices and protocols as needed to best serve changing needs.
- Participate in on-going training of court personnel and volunteers regarding domestic violence, child maltreatment and related issues as requested.
- Schedule and supervise all activities of COPA volunteers/students while on-site.
- Ensure victims needing follow-up services are referred to other CVC programs or other agencies as appropriate.
- Conduct client satisfaction surveys.
- Maintain database for project. Responsible for monthly statistical report.
- Regular attendance at monthly staff meetings and case review.
- Other responsibilities as requested by the Executive Director at CVC or her designee.
- Communicate effectively with the Executive Director and provide, in a timely and accurate manner, all information necessary for the Executive Director to make informed decisions.



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Interagency Networking

- Maintain and develop effective working relationships with other victim service agencies and allied professionals in order to bring about effective service delivery for victims of violence.
- Represent CVC programming to the community at large.
- Participate in education and training of all agency volunteers, students and direct service advocates as needed.

Professional Development

- Attends seminars, workshops and training sessions to keep abreast of developments in the field of victim services and developments in social services as they pertain to client accessibility.
- Reads articles, reports and books relevant to victim services and related research and/or legislation.

Employment Standards

- Bachelor's degree in psychology, criminal justice, social work, urban affairs or related field, or equivalent experience.
- Previous experience in domestic violence.
- General knowledge of human behavior and social systems with ability to establish and maintain helping relationships.
- Ability to respond effectively to people in crisis situations and to people of different ethnic backgrounds with dignity and respect.
- Ability to function effectively and efficiently in a high-crime area, while interfacing with other agencies and organizations.
- Excellent verbal and written skills, plus planning and organizational skills required.
- Must have own transportation, be willing to work some evening and weekend hours.

Fringe Benefits

- Annual leave, parental leave, employer's share of FICA, unemployment and worker's compensation insurance; health insurance.
- Paid parking for offsite locations.

CVC is an equal opportunity employer