



Victim Advocate Job Description

Reports To: Director of Operations

Date Created: April 15, 2023

Date Revised: March 01, 2024

Challenge II Change (CIIC) is a newly founded 501(c)3 non-profit organization, incorporated in the fall of 2021, committed to achieving equity, meaningful opportunity, and successful reentry to those community members most vulnerable to recidivism and criminal involvement. We strategically pair high-impact direct services with systems change and advocacy initiatives to advance social, economic, and racial justice for those who have been denied it. We partner with communities and populations that have been marginalized and oppressed to understand and meet their needs, dismantle systemic barriers, and address inequities through reentry programs, housing services, mental health and substance abuse services, food programs, community violence intervention and prevention programs, and more. With our shared mission, we provide a continuum of programs that address the root causes of recidivism and crime engagement, generate social change, and inspire people to build better lives not only for themselves but for their communities.

Summary: The Victim Advocate works with a portfolio of participants who have been directly or secondarily affected by street violence to provide case management, crisis intervention, support, and advocacy. The Victim Advocate will work with individuals, families, and friends of victims in coordination with our Case Manager and Street Outreach team.

Duties/Responsibilities:

- Assist victims in accessing resources such as Victim's Compensation, Short Term Disability, affordable healthcare, mental health services and referral to domestic violence supportive services
- Provide direct emergency support services to victims of violence and their families
- Provides immediate crisis response to victims and their families after a shooting or homicide, responding to crime scenes and hospitals to provide immediate supportive services.
- Provide support and advocacy to the victims of violence and their families through home visits, phone calls, criminal justice advocacy, and referrals to other support organizations

- Coordinate and facilitate educational forums, family and group support sessions, trainings, and other gatherings
- Develop relationships with partner organizations and build a “warm referral” network for linkage
- Provide referrals to partner organizations for domestic violence and intimate partner shootings and/or homicides
- Document client contacts and services provided and assist the DOO or program manager with data collection and required reporting
- Work with victims to identify and address safety concerns and create a plan for long-term safety and well-being
- Accompanying victims to their legal hearings
- Representing and articulating victims' needs, where appropriate.
- Tracking victims' case outcomes
- Other duties as assigned and/or required

Education and Experience:

- Bachelor’s degree from an accredited institution of higher learning in human services, social services, or related discipline required. OR
- Minimum two (2) years of professional and relevant experience required. Exposure to/previous work experience with a not-for-profit environment and/or direct service agency preferred.
- Firsthand knowledge of the community and resources available in the area

Skills and Knowledge:

- Demonstrated track record of working with organizations that serve Black and Brown communities
- Fluent in Spanish, bicultural applicants strongly preferred
- At least one year of experience supporting and working with victims of a crime and street-involved youth/adults and developing individualized plans; awareness of trauma reactions
- At least one year of experience working with people from various ethnic, economic, and educational backgrounds both as colleagues and as clientele
- Outstanding verbal, written, and presentation skills, as well as organizational skills
- Ability to work independently with little supervision; possess a self-motivated disposition; identify opportunities for improvement and recommend effective changes, all while achieving key objectives resulting in desired outcomes
- Excellent strategic planning, critical thinking, analytical, and persuasion skills
- Handle multiple detailed tasks/projects simultaneously and meet strict deadlines with frequent interruptions
- Proficient and functional knowledge of Microsoft Suite and comfortable using computer programs to track participant engagement.
- Flexible schedule – this position may require some nights, weekends, and on call schedule
- Knowledge of the root causes of firearm violence in the Aurora Community
- Innate ability to multi-task and strong organization competence
- Demonstrated ability to handle confidential and sensitive information possessing skills to handle situations in a professional and diplomatic manner

- A high degree of collaboration and emotional intelligence, self-motivation, and analytical ability
- Strategic thought partnership and consultancy skills
- Experience developing and retaining relationships with other service providers
- Crisis intervention training or knowledge
- Must pass a background check; No pending criminal cases or prior convictions for sexual assault, child abuse, or domestic violence.
- Valid Illinois Driver's License, insurance, and good driving record.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear.
- While performing the duties of this job, the employee is frequently required to sit; use hands to handle or key; and lift or assemble objects.
- The employee may occasionally lift and/or move up to 10 pounds.

Challenge II Change provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Challenge II Change complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.