POSITION/TITLE: Victim Services Coordinator - NAVIGATE Program

REPORTS TO: Programs Administrator

POSITION STATUS: Full Time/Grant-Funded/Temporary/Non-Exempt

******This position is funded through June 30, 2027***

POSITION OVERVIEW:

Responsible for assisting the Programs Administrator and Executive Director in the continuing development and implementation of the organization's NAVIGATE (Navigation-Enhanced Advocacy for Victims of Juvenile Offenders) program. The Victim Services Coordinator (VSC) position is funded through a grant from the Washington State Department of Commerce and provides advocacy services to victims and survivors of juvenile crime of non-domestic violence and non-sexual assault crimes and their loved ones, including assessment of victim needs, criminal and juvenile justice system orientation, and referral to community resources. The position also conducts outreach and builds partnerships with juvenile justice professionals, victim service providers, youth-serving organizations, and other community partners to increase awareness of and access to services for victims of juvenile crime. This position is a primarily remote position that requires regular local travel for in-person victim services, court support, outreach, meetings, and community events. Victim Support Services (VSS) believes in providing compassionate and victim-centered services that are culturally competent and linguistically appropriate to all individuals. VSS is dedicated to ensuring that victims and survivors of juvenile crime and/or the loved ones of crime victims are treated with respect and dignity, receive the best care from personnel, and highest quality information and referral assistance.

ESSENTIAL JOB FUNCTIONS:

Advocacy Services:

- Provide direct advocacy and support to victims and survivors of juvenile crime and their loved ones through telephone, virtual, and in-person contact.
- Assess individual victim and survivor needs and provide trauma-informed emotional support, information, resources, referrals, and assistance addressing the impacts of victimization.
- Help victims and survivors understand and navigate the juvenile and criminal justice systems, including applicable processes, victim rights, court proceedings, and available services.

- Provide information and referrals regarding community agencies, counseling, legal services, medical services, support groups, shelters, and other appropriate resources. Maintain accurate and up-to-date resource information.
- Provide follow-up and ongoing advocacy to clients based on individual needs.
- Assist eligible victims with Crime Victims Compensation applications, Victim Impact Statements, victim notification programs, and other available victim services and benefits.
- Advocate for victims and survivors within the juvenile and criminal justice systems and help ensure their questions, concerns, and needs are appropriately communicated.
- Provide court-related advocacy and support during applicable hearings and proceedings, including pretrial, disposition/sentencing, post-disposition/post-sentencing, and appeals when appropriate.
- Serve as a liaison, when appropriate and requested by the victim or survivor, between victims/families and prosecutors, law enforcement, Crime Victims Compensation, other justice-system professionals, service providers, and other relevant parties.
- Provide warm referrals and facilitate connections with partnering agencies when additional or specialized services are appropriate.

Outreach and Community Services:

- Serve as an enthusiastic advocate and champion for the VSS mission and for the needs of victims and survivors impacted by juvenile crime.
- Develop and maintain collaborative relationships with juvenile justice system partners, law enforcement, prosecutors, victim advocates, youth-serving organizations, social service agencies, schools and community organizations, and other regional partners.
- Conduct outreach and education to increase awareness of services available to victims and survivors harmed by juvenile crime.
- Attend and/or facilitate community meetings, multidisciplinary meetings, outreach events, and other activities related to juvenile crime and victim services.
- Identify underserved or underrepresented populations of victims and survivors impacted by juvenile crime and explore strategies to increase awareness of and access to services.
- Develop and distribute outreach materials in appropriate community settings to increase visibility of services available to victims and survivors hurt or harmed by juvenile crime.
- Work with community-based and specialized service providers to help clients access appropriate services.
- Network and maintain relationships with other victim service providers to promote coordinated services and continuity of care.
- Assist with coordinating and facilitating client events, educational activities, and community outreach efforts.

Administrative Duties/Documentation/Data Collection:

- Maintain accurate, timely, and up-to-date client files and program documentation in accordance with agency policies and grant requirements.
- Document client and case information in accordance with agency confidentiality, documentation, and recordkeeping policies.
- Enter required client and service data into the InfoNet reporting system within established agency and OCVA deadlines.
- Assist with tracking program activities, outreach efforts, service delivery, and other information necessary for grant reporting and program evaluation.

- Work with VSS personnel, the Programs Administrator, and Executive Director to monitor, evaluate, and improve program performance and responsiveness to the needs of victims and survivors of juvenile crime.
- Maintain confidentiality of client and agency information.
- Attend required program meetings, staff meetings, supervision, and training.
- Perform other duties as assigned by the Programs Administrator or Executive Director.

MINIMUM REQUIREMENTS:

- Bachelor's degree in Human Services, Criminal Justice/Criminology, Social Services, or a related field, or an equivalent combination of relevant education, training, and experience.
- Knowledge of crime victim issues, trauma and grief, victim advocacy, the criminal justice system, and/or the juvenile justice system. Experience specifically within the juvenile justice system is preferred.
- Ability and willingness to develop a strong working knowledge of Washington's juvenile justice system, victim rights, community resources, and services available to victims and survivors harmed by juvenile crime.
- Excellent verbal and written communication skills.
- Strong problem-solving, critical-thinking, organizational, and time-management skills.
- Ability to provide compassionate, trauma-informed, victim-centered services while maintaining appropriate professional boundaries.
- Ability to work effectively with individuals from diverse backgrounds, experiences, and communities.
- Ability to work collaboratively as part of a team and independently in a primarily remote environment.
- Experience with public speaking, outreach, community education, and/or training presentations preferred.
- Ability to manage multiple responsibilities, prioritize tasks, and meet deadlines.
- Ability to interact courteously, professionally, and tactfully with clients, colleagues, justice-system professionals, community partners, agencies, and members of the public.
- Ability to comply with all agency policies and procedures and maintain ethical, confidential, and professional conduct.
- Commitment to VSS organizational values and culture.
- Ability to meet applicable training and continuing education requirements.
- Proficiency with Google Workspace, email systems, virtual meeting platforms, and the ability to learn new software and data systems.

CONDITIONS OF EMPLOYMENT:

- Valid Washington State driver's license, automobile insurance, and access to a reliable vehicle.
- Successful completion of a Washington State background check.
- Successful completion of a National Sex Offender Registry check.
- Completion of VSS 40-hour Core Academy Training.
- Must reside in Snohomish, King, or Skagit County to support designated in-person services, outreach, meetings, and program activities.
- Must be able to provide in-person services within the assigned service area as needed.
- Participation in agency-required annual and continuing education training.
- Reliable internet access and an appropriate remote workspace.

- Ability to lift and/or move equipment weighing up to 25 pounds and perform physical activities associated with office and outreach work, including prolonged sitting, bending, squatting, kneeling, reaching, and transporting outreach materials.

BENEFITS:

- Medical, Dental and Vision Insurance
- Paid Holidays, vacation and sick time off
- One paid Wellness Day per month

SALARY RANGE:

$25 - $28 hourly, DOE