

## **A WOMAN'S PLACE POSITION DESCRIPTION**

**Title:** Victim Response Program Manager

**Department:** Supportive Services

**Employment Status:** Full Time

**Wage & Hour Status:** Non-Exempt

**Purpose of the Position:** The Victim Response Manager is responsible to assist AWP in achieving its mission by providing oversight, supervision, and direction to all Victim Response staff and volunteers. Additionally, the Victim Response Manager is responsible for identifying, developing, and creating opportunities and relationships throughout Bucks County, including the criminal and civil justice systems, as well as with the Forensic Nurse Coordinator.

**Reporting Relationship:** Report to Director of Supportive Services

**Other Relationships:** Police Departments, First Responders, District Courts, District Attorney's Office, lawyers, judges, Board members, community members, AWP staff and volunteers, Forensic Nurse Examiners, and local hospitals.

### **Essential Functions/Responsibilities:**

1. Develop, implement, and evaluate the Victim Response program, ensuring effectiveness and efficiency in all areas of program delivery.
2. Create and implement a 24-hour response protocol to provide active response to survivors of domestic violence and non-fatal strangulation in both police departments and local hospitals.
3. Provide trauma informed supervision, training and guidance to Intake Coordinator, Court Coordinator, and Victim Response Advocates.
4. Recruit, train, and supervise Victim Response Team volunteers.
5. Proactively participate in Bucks County's STOP/SART quarterly meetings, External Partnership, Adult Probation/Reentry Coalition, and any other partnership meetings.
6. Develop and implement working guidelines with police departments within Bucks County.
7. Coordinate and provide trainings for law enforcement, district attorney's office, Adult Probation, Co-responders, and any other relevant system.
8. Coordinate and provide training to police departments in Bucks County on utilization of the Lethality Assessment Protocol (LAP).
9. Advocate on behalf of domestic violence victims with police departments, District Attorney's office, District Justices, and other victims service agencies throughout Bucks County.
10. Liaison between police departments and legal systems with domestic violence victims.
11. Provide immediate crisis and safety counseling to victims of domestic violence.
12. Arrange for accompaniment for domestic violence victims when appearing at PFA court, contempt and/or criminal court.
13. Make follow-up calls to victims, providing referrals and information.

14. Assist domestic violence victims in completing Protection from Abuse (PFA) petitions, Victim Impact statements and Victim Compensation forms.
15. Enter data into ETO database within specific guidelines.
16. Collect, store, analyze, and report on Victim Response statistical data within deadlines.
17. Adhere to the AWP's Confidentiality Policy and all other AWP Policies and Procedures including training requirements.
18. Contribute to a positive work environment.

**Education and Experience:**

1. Master's degree in a related field and/or:
  - a. 5 years of related work experience.
2. Bi-lingual a plus.
3. Leadership experience

**Licenses / Certifications:**

1. Act 153 clearances
2. Valid Driver License.
3. Valid vehicle insurance.

**Physical Demands/Environmental Conditions:**

1. Operation of office equipment.
2. Ability to travel frequently.
3. Willingness and ability to work varied hours, including nights and weekends, and be on-call.
4. Exposure to cleaning supplies, office chemicals, paint, and insecticides.

**VISION STATEMENT**

A Woman's Place envisions a society where all individuals are safe in their relationships and can flourish.

**MISSION STATEMENT**

A Woman's Place is a community-based social change organization committed to the empowerment of women and to ending intimate and domestic violence for all.

**VALUES STATEMENT**

To accomplish our vision of a society where all individuals are safe and can flourish, the programs, services, and decision making at all levels of A Woman's Place are rooted in and guided by the following values:

**Courage:** A Woman's Place acts bravely and boldly, notwithstanding fear.

**Creativity:** A Woman's Place encourages the creation of meaningful new ideas, interpretations, and rules.

**Equality:** A Woman's Place believes each and every one of us must collaborate to create a new society based in equal power and rights.

**Integrity:** A Woman's Place is of sound moral character and adheres to ethical principles.

**Respect:** A Woman's Place is considerate and honors the worth and dignity of all beings and resources.

**Social Justice:** A Woman's Place analyzes structural social inequalities in order to promote justice.

**STATEMENT OF INCLUSION**

A Woman's Place recognizes that anyone can experience domestic violence regardless of race, ethnicity, socioeconomics, gender, sexual orientation, ability, age, language, or culture. Services, programs, and resources provided by A Woman's Place are available to people of any background and identity.

A Woman's Place recognizes that domestic violence occurs in a societal and systemic context. As a community-based social change organization, A Woman's Place is committed to:

- Fostering societal change as a primary means of ending domestic violence
- Providing trauma-informed, survivor-centered advocacy
- Rejecting attitudes, social norms, and policies that reinforce oppression, powerlessness, and victimization