



JOB TITLE: Victim Advocate – Human Trafficking
DEPARTMENT: Victim Assistance Program (VAP)
CLASSIFICATION: Non-Exempt

REVISED: 4/19

POSITION DESCRIPTION

SUMMARY:

The Victim Advocate (Human Trafficking) is an at-will position that reports to the Victim Assistance Program Supervisor. This position will be dedicated to providing emergency mobile crisis intervention, advocating, and supporting human trafficking victims. This position is responsible for coordinating program evaluations. The Victim Advocate will act as the liaison with relevant police departments, prosecutor's office, community and agency organizations.

ESSENTIAL JOB FUNCTIONS:

- Provide direct mobile services to human trafficking victims and their families, including but not limited to
 - Crisis intervention, including telephone and face-to-face contact
 - Eligibility screening
 - Provide information and referrals
 - Intensive case management
 - Information and assistance with filing claims with the Compensation Board
 - Support and advocacy during criminal investigation
 - Emergency advocacy at hospitals and police departments
 - Support and advocacy during prosecution, including courtroom accompaniment
- Provide extensive crisis line support via telephone and/or chat/text to callers routed to the Resource & Crisis Helpline from the Oakland County Human Trafficking Task Force website
- Perform emergency screenings in a variety of community settings, including hospital emergency rooms, county and local jails, schools, shelters, community centers, etc.
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Maintain accurate and thorough records of all service activities according to Common Ground procedures
- Develop and maintain positive liaison relationships with law enforcement agencies, hospitals, schools, and relevant community organizations, as well as interagency relationships, where appropriate
- Develop and maintain community awareness
- Assist in the collection and reporting of human trafficking statistical data and program evaluation, as required
- Develop and conduct all relevant training for community public safety, hospitals, schools, and legal/judicial system employees to identify and assist victims of human trafficking
- Perform other job-related duties as assigned

SUPERVISION: None

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Common Ground's programs and services
- Crisis services and community support systems
- Recovery Oriented Systems of Care
- Trauma-informed care in behavioral healthcare

SKILL TO:

- Utilize basic intervention skills
- Type, enter data, file and operate office equipment efficiently



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SKILL TO: (cont.)

- Interact well with departmental staff, individuals being served and vendors
- Demonstrate proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint and Outlook)

ABILITY TO:

- Advocate for victims, which includes research of all relevant resources
- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Apply the dynamics of the crisis intervention model and engage in problem solving process
- Work independently and apply critical thinking and decision-making skills
- Establish and maintain effective working relationships with others
- Demonstrate organizational skills with strong attention to detail
- Work in a multi-disciplinary environment and manager evolving needs.
- Consistently exercise superior customer service skills with both team members and individuals being served

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's Degree in a Human Services field or an equivalent combination of education, training and experience is required
- Minimum of two (2) years' experience working in victim services or crisis intervention/mental health services
- Lived experience, preferred
- Experience working with survivors of human trafficking, strongly preferred
- Bi-lingual a plus (Spanish, Arabic, or American Sign Language)

ESSENTIAL REQUIREMENTS:

Physical Requirements:

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

Environmental Working Requirements:

Work is done in both an office environment with exposure to computer screens and extended periods of sitting, as well as in a clinical environment; Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

Other Requirements:

Valid Michigan Driver's license, the ability to work various shifts and irregular hours, 24-hour emergency response.

The agency may in its sole discretion fill this position on a full-time, part-time or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check and a pre-employment physical.



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Common Ground is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Employee Signature _____ Date _____

Human Resources Witness _____ Date _____