

Victim Assistance Coordinator

Job Description

General Description

The Victim Assistance Coordinator will play a significant role in the support and coordination of victim related needs in human trafficking investigations. He or she will work in close collaboration with the anti-Trafficking in Persons (TIP) investigative department and provide guidance and technical assistance to investigators and prosecutors on victim related issues as well as partner with human services and nongovernmental organization (NGO) partners to ensure that victim service related needs are met. The Victim Assistance Coordinator will be responsible for maintaining a resource manual of victim services and for making the appropriate referrals as needed.

Key Responsibilities

- Assist in the identification of safe, confidential, neutral locations for victim interviews
- Provide case consultation to investigators in the planning for potential victim related needs once a case is identified
- Be available to coordinate emergency services and referrals when victims are identified
- Provide information to identified victims on their rights and available services

- Work with nongovernmental and governmental service providers to assist victims in locating safe emergency housing, food, clothing, and other needs and referrals
- Keep victims informed of case status at key intervals throughout the investigation and prosecution
- Maintain regular contact with victims, including visiting victims in locations such as shelters and temporary housing, and communicate with investigators about any issues that could impact the victim's ability to cooperate in the investigation
- Identify local and regional resources for victims and maintain an up to date resource manual to be used for referrals, to include but not limited to: shelter and housing services, case management services, peer support programs, mental health services, healthcare, substance abuse treatment programs, education and job skills training programs, legal services, interpreter services, faith based programs, and other services as appropriate
- Participate in the development of operational procedures and policies related to victimization issues
- Maintain expertise with relation to human trafficking victim assistance and brief management as well as other government officials as necessary with regards to the program, service delivery, gaps/needs in victim services, and partnerships
- Assist in the development and delivery of training
- Maintain regular contact and productive working relationships with colleagues in other agencies and external partners providing victim services
- Maintain ongoing effective liaison between law enforcement, human services, and NGO service provider partners

- Participate in local, regional, and/or national advisory groups or coalitions related to human trafficking
- Maintain confidentiality of privileged and sensitive information
- Maintain data for internal use regarding emergency services and referrals provided to victims

Skills and Experience

- Bachelor's degree and at least three years of experience working directly with victims of crime
- Working knowledge of the criminal justice system and the procedures of the investigative agency as they relate to treatment of victims of trafficking
- Knowledge of all statutes, policies, and procedures related to human trafficking investigations and crime victims' rights
- Knowledge of community resources and victim service providers engaged in anti-trafficking work
- Knowledge of crisis intervention and direct victim services
- Ability to establish and maintain effective working relationships with other professionals across disciplines, to include investigators, prosecutors, NGO partners, and others
- Experience developing and providing trafficking training
- Bilingual English/Spanish preferred

Critical Qualities

- Excellent oral and written communication skills

- Displays empathy, calm demeanor, mature judgment
- Strong interpersonal and diplomacy skills
- Excellent problem solving and critical thinking skills
- Ability to travel domestically
- Willingness to be available for operational emergencies during non-business hours
- Ability to work effectively and independently under pressure and under stressful conditions
- Demonstrates sensitivity and respect for other cultures
- Professional presentation
- Promotes multisectoral, interdisciplinary collaboration
- Sustained positive attitude