



## **INSTITUTE FOR NONVIOLENCE CHICAGO**

**POSITION TITLE:** Supervisor, Victim Services

**REPORTS TO:** Program Manager, Victim Services

**FLSA Exempt:** Exempt

The Institute for Nonviolence Chicago's mission is to end the cycle of violence using Dr. Martin Luther King, Jr.'s principles and teachings of nonviolence. Informed by a philosophy of nonviolence, Nonviolence Chicago will establish caring and sustained relationships with participants engaged in the cycle of violence. We will emphasize partnerships with community members, leaders, social service providers, and local law enforcement to reduce community levels of violence. We will help create a safer, healthier environment for young adults, youth, and their families. These general approaches will be specifically addressed using for major methods: Community Violence Intervention (CVI) / Street Outreach, Individualized Service Provision, Victim Support Services, and Nonviolence Training.

**POSITION OVERVIEW:** The Supervisor of Victim Services leads the Victim Advocate team to ensure quality services for participants, as well as coordination among Victim Advocate, Case Management, and Outreach teams. The Supervisor will oversee the day-to-day efforts of the Victim Advocate team. The supervisor will also provide oversight and shadowing of direct participant engagement. The supervisor will report to the Program Manager and will communicate with PM to ensure coordination of services and timely follow-through of tasks.

### **ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

- Supervise assigned staff in accordance with the organization's policies, procedures, and applicable laws. Plan, assign, and direct work of assigned staff. Appraise performance, reward, and address performance deficiencies through coaching and/or corrective action.
- Create a workplace culture that is consistent with the organization's mission, vision, guiding principles/code of ethics, and values.
- Provide leadership in the recruitment and enrollment of participants in addition to conducting individual interviews, assessment/intake, and collecting of personal background information.
- Assures the facilitation of an in-depth orientation process.
- Knowledge and understanding of Victim Services, its goals, objectives, expected outcomes and reporting.
- Works effectively with diverse staff, community, and populations served.
- Ensure organization and use of technology to support managing the various components of program, including tracking deliverables, services, and outcomes.
- Ensure Victim Advocates meet deadlines to document efforts and activities in database. Reads the case notes of Victim Advocate team weekly to understand efforts, improve documentation and to guide next steps of Victim Advocates in their efforts.
- Oversees crisis response to shootings and homicides, notify victim advocates of need for a response. Be available during response to provide guidance and answer questions. This requires 24/7 availability.
- Support Victim Advocates in preparing for team and partnership meetings and in coordinating daily schedules, including assigning staff to participate in outreach efforts and community events.
- Maintains a caseload of 10-15 participants and monitors cases by verifying participants' attendance; observing and evaluating activities and responses; advocating for needed services; identifying and connecting to additional resources; intervening in crises; and providing personal support.



- Communicates progress by engaging in weekly interdisciplinary meetings and evaluations, disseminating results and obstacles to team and family, and identifying program influences.
- Prepares participants' exit strategy by reviewing goals and individualized plans, coordinating discharge and post-discharge requirements, orienting, and training family members, and providing resources.
- Develops partnerships with resources that will strengthen supports for participants and holds partners accountable as needed.
- Receives direction and feedback from Victim Services and Outreach Program Managers
- Coordinates with Outreach Program Manager and Outreach Supervisor around cases and community activities, ensures that Victim Services work in conjunction with entire Outreach team.
- Other duties as assigned.

#### **QUALIFICATIONS:**

- BS in a Human Services field (i.e.: Sociology, Urban Studies, Social Work) or equivalent experience
- No pending criminal cases
- Candidate must have their own vehicle, valid driver's license, vehicle insurance and good driving record.
- Nonviolence Chicago is a drug free and safe workplace, passing a drug screening and background check is required prior to being hired.
- Flexible schedule - This position is full-time and requires night and weekend hours.
- At least 3 years' experience supporting and working with victims of violence.
- Prior experience supervising individuals from various ethnic, economic, and educational backgrounds.
- Experience developing and retaining relationships with other service providers.
- High level of interpersonal skills and conflict resolution skills and ability to communicate effectively both verbally and in written form.
- Crisis intervention training or knowledge

#### **SALARY/BENEFITS:**

Competitive/commensurate with experience and other qualifications. Competitive benefits package available, including Health, Life, and 401K. Employment with INVC requires proof of vaccination or an approved medical exemption.

To apply, please send a cover letter along with your resume to [hiring@nonviolencechicago.org](mailto: hiring@nonviolencechicago.org).

#### **Institute for Nonviolence Chicago -- EEO Statement**

Institute for Nonviolence Chicago 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, Institute for Nonviolence Chicago 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.