Title: Civil Court Manager
Date: April 1, 2021
Reports to: Director of Civil Legal & Court Advocacy Services
Status: Non-Exempt

Title: Civil Family Violence Victim Advocate (C-FVVA)

Job Summary:
The primary role of the Civil Family Violence Victim Advocate is to provide services to victims seeking protection, safety, and support services. This advocate will provide services to victims such as information, referrals, safety planning advocacy, counseling and case management services. This position is to be carried out while empowering victims with respect to their safety and their right to self-determination.

Specific Job Functions:
A. The direct services will include but not be limited to:
   - Complete intake and needs assessment;
   - Assist victims in the completion of all necessary family court paperwork;
   - Attend family court hearings with the victim;
   - Provide information about civil Restraining Orders and other civil remedies including but not limited to restitution, divorce, custody and visitation, benefits, housing, and immigration;
   - Information regarding the court process;
   - Assistance with registering for CT SAVIN – victim notifications;
   - Provide information and linkage to Adult Probation;
   - Conduct risk assessments on a regular basis (SRI, Danger Assessment)
   - Support in designing and implementing safety plans;
   - Referrals to appropriate agencies for collateral services;
   - Referrals to domestic violence programs for shelter, counseling and other support services;
   - Referrals for services to children and dependents of the victim;
   - Information and assistance with applying for criminal injuries compensation;
Other services as deemed necessary.

B. Advocacy services on behalf of victims will include but not be limited to the following:

- Develop victim referral protocols from the Family Violence Victim Advocates;
- Develop a process for on-going communication between the courts in order to provide seamless services for victims;
- Maintain client confidentiality subject to the agency’s confidentiality policies and the provisions of CGS 52-146k privileged communications between domestic violence counselors and victims;
- Obtain and document victim’s permission to release information;
- Assist appropriate court personnel in recognizing the needs and choices identified by victims;
- Initiate and maintain collaborative relationships with appropriate court related personnel including, but not limited to judges, CSSD Family Relations and Adult Probation, marshals, and clerks;
- Establish and maintain collaborative relationships with legal services organizations, local law firms and private attorneys;
- Develop and maintain a system for referrals to state and local resources including utilizing United Way 2-1-1 (uwct211ct.org)
- Provide advocacy on behalf of victims when appropriate within the community;
- Keep accurate service records and submit quarterly reports to the Contractor.

C. Other Requirements:

- Submit quarterly statistical reports to the VOCA Coordinator for submission to CCADV by 12:00 pm on the 5th day of the month following the quarter being reported, on approved CCADV format;
- Attend a minimum of two (2) advocate meetings and two (2) trainings and any other required meetings called by CCADV during the fiscal year;
- Participate in research and evaluation projects approved and sanctioned by CCADV; and
- Maintain their certification by receiving not less than six (6) hours of in-service training in issues related to working with victims of domestic violence and/or advocate job enhancement skills;
- Other responsibilities as specifically required under the CCADV Services to Victims of Family Violence Sub-Contract.

Qualifications:

- Comprehensive working knowledge of the dynamics of domestic violence as well as the impact of trauma, and cultural;
- Comprehensive working knowledge of Safety Planning/Victim Defined Advocacy as it relates to domestic violence victims and the development of a plan for their safety and the preservation of their right to self-determination;
• Comprehensive knowledge of the court system, both family and criminal, as it relates to domestic violence issues and laws affecting victims, and, an ability to effectively apply this knowledge to individual cases;
• Ability to work effectively in collaboration with key court personnel;
• Effective oral and written communication skills;
• Ability to gather information from and assist a diversity of victims;
• Ability to integrate and manage large amounts of information and communicate this information appropriately and effectively;
• Ability to maintain service records, complete reports accurately and submit in a timely fashion in accordance with CCADV Program Standards;
• Knowledge of community and state resources;
• Current certification as a domestic violence counselor (under CGS 52-146k regarding Privileged Communications).
• The required education level must be a Bachelor’s level. Substitution of appropriate college training, years of experience, and intern/volunteer service are allowed. Any educational substitutes must be approved by the Contractor of Judicial.

Preferred
• Experience working with victims of domestic violence or sexual assault.
• Bilingual/Spanish speaking
• Computer literacy, including data entry experience, utilization of software packages, Microsoft word and internet/e-mail.
• Experience with ETO or other case management software.

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to the classification. They reflect the essential elements and general responsibilities of the position, but are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The performance of all essential functions listed is subject to reasonable accommodation in accordance with the Americans with Disabilities Act.