



**Kentucky Refugee Ministries
Victims' Advocate (full-time)
Louisville, KY**

As part of a dynamic team of dedicated professionals, the victims' advocate will implement the outreach and case-management aspects of KRM's Victims of Crime Act (VOCA) program. Basic responsibilities will include conducting outreach on victims' rights and available services, developing relationships with local law enforcement officials and community based agencies, and conducting case-management to assist underserved refugee and immigrant victims of crime as they navigate the services available to them in response to a victimization incident.

In keeping with KRM's objective of promoting refugee self-sufficiency, the victims' advocate will conduct strengths-based case-management and maintain a referral network for all services not available at KRM.

The victims' advocate will be responsible for keeping accurate and up-to-date records for client files, for tracking grant outcomes, for requesting financial expenditures related to the conduct of grant activities, and for executing various administrative duties associated with grant management. Good office and organizational skills are a must.

Essential Duties

The victims' advocate will carry out the following activities:

- Develop/gather materials, presentations, and resources to provide information about crimes, resources, rights, etc. particularly relevant to refugee/immigrant victims of crime in Kentucky.
- Coordinate translation of materials into common languages spoken by refugees and underserved immigrants in Kentucky.
- Give presentations to groups of clients and other underserved immigrants in the community to increase awareness about the importance of reporting crimes and the services available to victims.

- Invite police, FBI, other public safety officials, and other service providers to speak to groups of clients or hold workshops at KRM.
- Connect with other service providers to ensure referral/counter-referral network is in place for victims.
- Provide information on KRM services, interpreter services, and materials in client languages to other service providers.
- Provide training to other providers in various aspects of cultural competence relevant to our clients, as requested.
- Conduct intake interviews with clients who come to KRM seeking support in response to a victimization incident.
- Report incidents to police and/or Child Protective Services as appropriate and required.
- Refer clients to other service providers as appropriate, including internal referrals to KRM immigration legal services for eligible cases.
- Accompany client to appointments with other providers (Emergency Department or other medical care, shelter, other consultations) as requested.
- Coordinate interpreter services for all meetings with clients, including with other service providers or law enforcement officials.
- Support client in arrangements/communications with employers, schools, and landlords/property managers depending on the situation.
- Provide emergency support for clients' basic needs if appropriate in direct response to a crime (deposit/initial rent for housing, emergency temporary hotel stays, emergency food or other subsistence needs due to displacement due to a serious crime).

Agency Profile

Founded in 1990 as a nonprofit agency, Kentucky Refugee Ministries is a local affiliate of Church World Service one of nine national voluntary agencies authorized to provide resettlement services to refugees legally admitted to the United States through the State Department's Refugee Admissions Program. Currently, KRM is receiving refugee arrivals from Afghanistan, Bhutan, Burma, Cuba, Eritrea, Iraq, Syria and Sudan.

KRM's Louisville office currently receives around 300 refugee and 100 Cuban arrivals a year, as well as clients resettled in previous years and a large immigration legal services clientele.

Kentucky Refugee Ministries secures housing and medical care for refugees and provides comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth, elders and

the arts. KRM also offers citizenship classes for refugees and immigrants preparing to apply for U.S. citizenship and comprehensive immigration legal services.

Job Requirements

- College degree required
- Experience with case-management preferred
- Experience with communications and materials development desired
- Language skills, particularly in Spanish, would be a plus
- Self-motivated, able to initiate and follow-through with ideas and tasks
- Strong computer and organizational skills, including proficiency in MS Excel and ability to learn specialized software for tracking and documenting client enrollments and case plans
- Ability to work with clients and staff of diverse nationalities, religions, languages, and cultures
- Passion for serving limited-English-proficient clients and helping them obtain needed services
- Outstanding English communication skills (written and verbal); additional language skills would also be beneficial
- Excellent interpersonal skills and ability to communicate clearly and effectively with clients, staff, and community partners
- Strong attention to detail and ability to provide clear documentation of services
- Team orientation - ability to work in coordination with agency resettlement staff and the legal team
- Patience and strong commitment to providing individualized language services to refugee clients

Additional Job Information

This job is full-time (40 hours/week) and offers medical/dental/vision/life insurance, paid vacation/holidays/sick and personal days. Please note, however, for the right candidates, the position could be divided into two 20-hour-per-week positions. So qualified applicants seeking part-time work are also encouraged to apply. The position is based at KRM's Louisville office, with occasional training or meetings in Lexington, Frankfort, Northern Kentucky or elsewhere in the state. Duties will be conducted primarily during normal business hours, with some evenings or weekends possible. The ability to drive and transport clients by car is preferred.

To Apply

Interested applicants should reply by email with a résumé and cover letter by Thursday, December 20th, to

John Koehlinger
Executive Director
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
Email: jkoehlinger@kyrm.org

Selected candidates will be contacted for an interview.

Date Posted: Thursday, December 6, 2018