



Kentucky Refugee Ministries (Louisville) Victim Advocate (full-time)

The Victim 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. Each KRM office, Louisville and Lexington, is staffed with a Victim Advocate. This position is based in Louisville.

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

The Victim 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 Victim Advocate will carry out the following activities:

- Develop/gather materials, presentations, and resources to provide information about crimes, resources, rights, etc., particularly those relevant to refugee/immigrant victims of crime in Kentucky
- Do outreach to services providers with immigrant clientele to make them aware of the availability of VOCA services and establish a referral process
- Coordinate translation of materials into common languages spoken by refugees and underserved immigrants in Kentucky, as needed
- 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
- Accompany clients to court as needed
- Assist clients to obtain protective orders, DV orders, or other relevant protections.
- 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, legal aid, or 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)
- Provide safety planning or counseling as appropriate to clients
- Document all services thoroughly
- Work with other victim advocates and the VOCA team to create or conduct other services as needed, such as support groups for immigrant survivors of crimes, or other services as identified by clients and staff

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. KRM also has offices in Lexington and Covington, Kentucky. In addition to refugees, KRM serves Afghan, Ukrainian and Cuban parolees, and individuals from various countries who have been approved for, or are applying for, asylum.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth and elders and the arts. KRM also offers citizenship classes for immigrants preparing to apply for naturalization. KRM's immigration legal services office provides services to immigrants of all statuses. KRM also provides services to immigrant victims of crime.

KRM staff do not engage in any religious messaging in connection to delivery of client services.

Job Requirements

- College degree preferred
- Experience with social service or refugee service case management strongly preferred
- 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
- Language skills in a language other than English are highly valued at KRM, but not mandatory. Victim Advocate will use interpreters regularly to be able to serve all clients.
- 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

Work Arrangements

- KRM staff are currently required to work at least three days a week, or 60% of scheduled hours, in-person, either in the office or the field. Remaining hours can be worked remotely. Immediate time-sensitive service requirements may require more than 60% in-office or in-person work.

Compensation and Benefits

- Non-exempt position, 40 hours per week. Pay based on background and experience
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days; 401(k) retirement plan; employee assistance program (EAP); 401(k) retirement plan after one year of service

To Apply

Interested applicants should reply with a résumé and cover letter by Thursday, April 20th, with “Victim Advocate” in the subject line, to—

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

Those who have previously applied for a position at KRM are eligible to reapply. Only applicants selected for an interview will be contacted.