



**VETERAN STAFFING  
NETWORK**

## **Lead Support Coordinator (Victim Crisis Intervention) – Washington, DC**

We are seeking a US Military Veteran, National Guardsman, Reservist, and/or Military Spouse to apply for a **Lead Support Coordinator in Victim Crisis Intervention**. Serve as the national Team Leader to develop and implement strategies that assist in delivering services that optimize user productivity, maximize data value, and compliance.

### **Responsibilities:**

- Be responsible for communications with individuals of mega-victim cases and attorney offices personnel.
- Ensure completion of research of victim addresses for returned mail, re-mail letters to the correct addresses, and update new addresses in spreadsheets.
- Verify all individuals identified in large victim cases have been contacted.
- Assure that victim phone calls and emails receive responses/action in a timely manner.
- Obtain case and victim notification information for coordination of response to victim questions and follow-on actions.
- Provide individuals identified in mega-victim cases with referrals, web-pages and toll-free numbers for continued/future case status updates.
- Provide on-demand administrative support to include document scanning, data entry and consolidation of relevant paperwork for electronic filing.
- Verify victim contact information; obtain an email address for future case status, and enter new contact information in spreadsheets.

### **Qualifications:**

- US Veteran, National Guardsman, Reservist, or Military Spouse.
- College Degree or equivalent experience; Social Services, Criminal Justice, Business Administration.
- 3 years providing crisis intervention and guidance to individuals and families or counseling crime victims and/or witnesses.
- Familiar with the Crime Victims' Rights Act.
- 2 to 3 years managing call centers and leading team of 2 to 3 individuals.
- Knowledge of VNS, CLEAR, Lexus Nexus, Share Point and other software.
- Typing speed of 40-45 wpm with excellent communication and organizational skills.
- Able to hear and speak clearly, understand and answer questions, elicit information, and resolve complaints. Good methods and techniques of proper phone etiquette.
- Ability to lift approximately 15 to 20 pounds.
- Must exhibit strong traits of sound judgment, honesty, integrity, confidentiality, professionalism and courtesy in dealing with victims and all department staff.

**TO APPLY: Email your resume to [VetJobs@eseal.org](mailto:VetJobs@eseal.org)  
Visit our Job Board at [VSNusa.org](http://VSNusa.org)**

July 2017

The company is an equal opportunity employer and will consider all applications without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, veteran status, disability, or any other characteristic protected by law.