

# Victim Advocate Manager

## ROBERT SMITH

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### Objective

Victim Advocate Manager possessing an extensive background in successful customer service management, leadership experience, and communication skills. Self-motivated and confident in taking initiative to solve problems independently or with a team in order to achieve goals and deadlines. To develop a vision and work sincerely with the mission assigned to one in an organization involving challenge, teamwork and good working environment.

### Skills

Powerpoint, Public Speaking, Microsoft, Counseling, Crisis Intervention, Data Entry, Customer Service, Detail Oriented.

### Work Experience

#### Victim Advocate Manager

##### **City Of Evanston- Evanston Police Department - 2008 - 2019**

- Prepare Orders of Protection for victims of domestic battery; provided support and advocacy throughout the court process.
- Work closely with detectives on criminal investigations, explain to victims the investigative process and provide support to the victim during interviews with the detective and the Assistant States Attorney.
- Serve as a liaison between the detectives, Assistant States Attorney and the victim.
- Share 24-hour on-call rotation with other advocates and respond to a multitude of crisis calls including but not limited to sexual assaults, death investigations, robberies, and domestic batteries.
- Collaborate with community agencies and other advocates as part of several committees and coalitions.
- Provide presentations to organizations on domestic violence and sexual assaults.
- Utilize several different databases to gather court information, police report data and document work completed.

#### Victim Advocate Volunteer

##### **ABC Corporation - 2003 - 2008**

- Work directly with victims of dating violence, domestic violence, and sexual assault as a result of domestic violence.
- Responsible for the overall progress and well being of both residents and non-residents seeking services through the Noah Project.
- Receive crisis calls and provide immediate crisis intervention for all victims of dating violence, domestic violence, and sexual assault as a result of domestic violence.
- Determine eligibility of services and/or give referral sources.
- Complete intakes on residents and non-residents, as well as perform resident exit interviews as required.
- Conduct consistent advocacy and regularly scheduled client casework sessions for Noah Project clients, including women, children, and men.