

## Sample Victim Liaison Job Description

(Note: This sample job description is based on the “Navigator Model,” which the Massachusetts Office for Victim Assistance created in response to the Boston Marathon bombings.)

Victim liaisons’ roles may vary, depending on the nature and scope of the incident, but generally they provide victims, family members, and groups with the psychosocial support needed in the aftermath of mass violence or terrorism. Services include advising family caregivers, providing education and counseling, making referrals for other services, creating plans for treatment or recovery, and following client progress with treatment plans.

### Qualifications

- Knowledge of community resources and counseling/social work practices with high-risk populations.
- Experience working with persons in crisis.
- Good documentation skills.
- Excellent written and verbal communication skills; ability to establish rapport.
- Ability to motivate others toward achieving goals.
- Ability to work independently and with a strong sense of focus.
- Task-oriented, nonjudgmental, openminded, and experienced in setting clear boundaries.
- A strong sense of and respect for confidentiality involving both clients and coworkers.
- Ability to work in various settings with culturally diverse families and communities in a culturally sensitive and appropriate manner.

### Responsibilities

Provide holistic and comprehensive case management services, including the following: intake assessment, benefit assessment, goal setting, weekly and long-term case plan development, progress monitoring, individual money management, tenant education, advocacy, and referrals.

- Maintain a caseload of X number of families.
- Meet with clients weekly or biweekly for up to X months.
- Connect families with needed and available community resources.
- Follow up with clients and agencies, as appropriate, to document use and success of referrals.
- Input accurate and complete data for all client contacts into the agency’s database.
- Ensure that all documents submitted on behalf of clients are valid.
- Provide all required documentation in a timely manner, which may include client followup, outcome evaluation, client contact sheets, and evaluations.
- Adhere to agency policies, procedures, and professional code of ethics.
- Perform other duties as assigned.