Greater Wisconsin Agency on Aging Resources

Position Description

# Position Title: Elder Abuse Victim Liaison

Reports to: Older Americans Act Program and Special Projects Manager

Position Status: This is a 40 hour per week, exempt position working standard business hours Monday through Friday with some nights, weekends, and overnights possible.

**Position Summary:**

The Elder Abuse Victim Liaison will interact with state agencies, community leaders, victim service providers, adult protective services, prosecutors, law enforcement, aging network professionals, and other allied community stakeholders across the state to improve access to resources for elder abuse victims. The program will act as a bridge between state and local organizations to maximize resources and promote outreach.

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# Essential Job Functions:

* Coordinate strategic planning and overall program efforts between the Greater Wisconsin Agency on Aging Resources, Wisconsin Department of Health Services, and the State Administering Agency of the Victim of Crime Act (VOCA) Program – the Wisconsin Department of Justice
* Serve as a bridge between state and local programs to improve and increase access to services for elder abuse victims
* Conduct regional planning meetings with stakeholders to identify the needs of elder abuse victims and develop strategies to strengthen their response
* Work closely with the Wisconsin Elder Abuse Hotline to address gaps in resources for victims
* Conduct a needs-based assessment on the gaps in resources for elder abuse victims and preform necessary research to implement strategic plans
* Coordinate training and technical assistance efforts for multidisciplinary partners .
* Development and continual updating of state, local, and federal resources for elder abuse victims
* Assist in compiling quarterly reports in compliance with federal grant requirements
* Other duties as assigned

**Qualifications**

* Bachelor’s degree in social work, victim services, or other related field and at least two years of paid experience working with older adults in at-risk situations
* Familiar with standard concepts, practices, and reporting procedures within Wisconsin regarding elder abuse or related topic
* Skilled with basic computer usage including: data entry; PowerPoint; Word and Excel.
* Capacity to effectively and professionally communicate in person and on the phone
* Established strong influencing, listening and consultative skills
* Excellent verbal communication skills including correct grammatical usage, tact, diplomacy and good judgment
* Adhere to the preservation of dignity by ensuring confidentiality/privacy and respect
* Written communication skills demonstrating the ability to compose and type grammatically correct reports, cases, letters, articles, posts and other written medium as requested
* Excellent presentation skills to relate effectively to seniors, all levels of the organization and colleagues in a flexible, positive and productive manner
* Experience in project management
* Ability to perform well in an environment where duties can change daily due to changing priorities and time constraints
* Function well in high pressure situations maintaining attention to detail and accuracy
* Balance small and large scaled projects simultaneously
* Have valid driver’s license and willingness to travel