



**Organization:** United Way of the Midlands  
**Job Title:** Victim Assistance Navigator  
**Department:** NE IA 211 Helpline  
**FLSA Status:** Full-Time, Non-Exempt  
**Location:** Omaha, NE (onsite)

**UWM's Mission: To UNITE our community's CARING SPIRIT to build a STRONGER tomorrow.**

**UWM Guiding Principles:**

- Build **TRUST** in everything we do
- Extend **GRACE** by thinking beyond yourself
- Show **GRIT** by bringing it every day
- Be **OPEN** to embrace others' differences
- Actively **ENGAGE** by listening and sharing
- Live **CURIOSLY** to learn constantly

With a 100-year heritage of helping others, United Way of the Midlands (UWM) has evolved to meet the ever-changing needs in our community. We invest in more than 100 local nonprofit agencies and provide direct services, such as 211 and JAG Nebraska, to address social and economic disparities and meet community members' essential needs. As needs have continually evolved over the years, we have focused resources and expanded the network of organizations we support – while also mobilizing people and resources in times of economic crisis, health emergencies and natural disasters.

The 211 Victim Assistance Navigator assists crime victims in navigating the physical, emotional, legal, and financial consequences of crime. The Navigators will answer inbound calls, texts, emails, and chat messaging from individuals ages 60+, who are victims of a crime.

**Duties and Responsibilities:**

- Advocacy and support – crises intervention, emotional support, information on victimization, providing resources and referrals to ensure safety and stability, and personal advocacy.
- Case management – develop a plan to assist the senior in accessing the agreed-upon terms. The Navigator will also assist with the information and education to ensure the senior understands the system and processes involved to obtain services. Navigators provide navigation and care management assistance.
- Information and referral – utilize ADRC partners and the NE 211 Directory to provide information and referrals for seniors to obtain the requested services.
- Mental Health and Counseling Services - access to crisis counseling and/or referrals to therapy services.
- Legal services – provide connection to legal aid of Nebraska.
- Crime reporting – assist and provide connection to adult abuse hotline, law enforcement, attorney general, FBI, and other agencies responsible for the investigation to report the incident.
- Crime victim reparation claims/NEVCAP registry – provide information and assistance to seniors in filing for crime victim reparation claims and registering on the NEVCAP Nebraska Victim Offense notification system.

- Victim assistance services/grants – the Navigator will determine if an application for a grant is needed to help stabilize the situation that is not available via another service.
- Safety planning/services – provide assistance to the seniors to develop a plan to stay safe. It could be either education or including provisions of safety services.
- Understanding and navigating the criminal justice system – provide assistance and education on the criminal justice process and steps to follow.
- Civil justice options – provide information and education on the civil justice process in Nebraska, including how to file a claim.

**Required Skills and Abilities:**

- High level of professionalism, confidentiality, and capacity to work independently.
- High level of written and verbal communication skills with attention to detail and organization.
- Demonstrate proficiency in using call center software, computer hardware, and telephone equipment.
- Comfortable speaking to and supporting callers of various forms of victimization and marginalization.
- Demonstrated ability to tactfully handle stressful situations, negotiate and resolve conflicts, maintain confidentiality, and respect and observe organizational protocol.
- Ability to perform the job with integrity, mission, vision, and values consistent with United Way of the Midlands and hold self and other team members accountable for achieving results.
- Commitment to diversity, equity, and inclusion.
- Excellent time management skills with a proven ability to meet deadlines.
- Passion for victim advocacy and human rights.
- Proactive in engaging in or seeking out self-learning opportunities.
- Ability to work effectively as a team member and assist other staff members willingly.
- Think creatively and critically and have the ability to problem solve under pressure.
- English proficiency for communication with supervisors, coworkers, clients, and customers.
- Knowledge of MS Office Outlook, Excel, Access, and Word Processing software.
- Other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Education and/or Experience:**

- Post secondary degree (required) OR three years of health and human services experience.
- Two to four years of related experience and/or training in social services or criminal justice.
- Experience in social work, psychology, criminal justice, or other relevant field (preferred).

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer
- Ability to communicate clearly in person and over the telephone
- Regularly reach with hands and arms and talk or hear
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl
- Must occasionally lift and/or move up to 10 pounds
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- The noise level in the work environment is usually moderate

**Benefits:**

- Shared health, dental and vision insurance
- Generous 401(k) Retirement plan
- Paid vacation and sick time
- Employer paid life and disability insurance
- Professional development assistance
- Tuition reimbursement
- Onsite cafeteria and gym

**How to Apply:**

Please submit your cover letter and resume to [resume@UWMidlands.org](mailto:resume@UWMidlands.org) *United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.*