

## Victim Compensation Claims Advocate

### **About MOVA**

MOVA is an independent state agency governed by the Victim and Witness Assistance Board. MOVA strives to advance victim rights by ensuring all victims and survivors of crime across the Commonwealth are supported and empowered through access to high-quality services that are trauma-informed, culturally responsive, and reflective of diverse communities. MOVA achieves this through survivor-informed work, advocacy for enhanced victim rights and services, partnerships with agencies and individuals, and a commitment to providing funding and services for underserved and marginalized communities.

### **Job Overview**

MOVA is seeking a mission-driven, trauma-informed advocate with direct service or social service experience to join our Victim Compensation team. Language capacity in Spanish, Haitian Creole, or Mandarin is preferred. Reporting to the Deputy Director, the Victim Compensation Claims Advocate assists victims of violent crime and providers with the process of receiving compensation for expenses directly related to the crime according to the Massachusetts General Laws c. 258C and the related regulations. The Claims Advocate also provides referrals to other service providers as needed. The Claims Advocate works with providers, law enforcement, and related stakeholders to obtain and process necessary documentation to provide compensation in a timely manner. The Claims Advocate is committed to providing trauma informed and equitable access to victims of crime. The Claims Advocate must be mission-driven, an effective communicator, and detail-oriented, with experience providing exceptional customer service, following multi-step processes, and effective record keeping.

### **Responsibilities**

- Provide advocacy to ensure equitable access to claimants seeking victims' compensation
- Using the case management system, collect required documentation and expense submissions in support of eligible claims
- Communicate with victims, providers, and law enforcement and other state agencies regarding the processing of claims
- Verify that expenses are eligible for compensation in accordance with the statute and regulations
- Submit claims for approval and assist in post approval processes
- Maintain records for all claims
- Assist in collecting and entering information needed for payment to providers and claimants
- Assist in responding to calls and people walking into MOVA's office seeking assistance and information
- Assist in providing outreach and training to victim service providers across the Commonwealth
- Serve as a resource for information about the compensation process for providers who receive compensation payments
- Advocate with community providers on behalf of claimants to encourage access to needed services while claims are pending
- Collaborate with the Victim Services team to connect victims and survivors to additional resources and referrals

### **Knowledge, Skills, and Qualifications**

- Minimum of two years of relevant professional work experience; a degree may substitute for up to one year of professional work experience

- Prior experience providing trauma informed assistance and demonstrated resilience in work that includes exposure to vicarious trauma
- Experience interacting directly with individuals seeking services or assistance preferably in criminal justice, social service, or medical systems
- Knowledge of victim rights, services, and the criminal justice system
- Experience in claims processing and/or case tracking is a plus
- Commitment to furthering MOVA's mission
- Effective interpersonal communication skills
- Proven ability to maintain confidential information
- Ability to multi-task
- Exceptional attention to detail and overall organizational skills
- Ability to establish and meet deadlines consistently and effectively problem-solve
- Demonstrated ability to be a collaborative team player, take initiative, be self-motivated, resourceful, and flexible
- Demonstrated ability to work effectively with diverse communities and ensure a culturally relevant and sensitive approach
- Knowledge of Microsoft Office Suite, data entry, word processing, or other computer experience
- Ability to communicate to victims and survivors in Spanish, Portuguese, Haitian Creole, or Mandarin strongly preferred
- This position requires working in a MOVA office four days a week for an initial training period of at least six months. Upon successful completion of the training period, this position is hybrid and requires working in a MOVA office three days per week as well as attendance in office for specific work related to team and agency priorities
- Valid driver's license and ability to travel within Massachusetts

### **Additional Information**

- Submit cover letter, resume, and any accommodation requests to [MOVAHR@mass.gov](mailto:MOVAHR@mass.gov)
- MOVA is an equal opportunity employer and strives to ensure that those working in our office reflect the diversity of the communities we serve. MOVA encourages applicants from a broad spectrum of backgrounds to apply for positions.
- Non-managerial, non-exempt position
- Salary of \$60,000 annually
- This position requires working in a MOVA office (Boston or Northampton) four days a week for an initial training period of at least six months. Upon successful completion of the training period, this position is hybrid and requires working in a MOVA office three days per week as well as attendance in office for specific work related to team and agency priorities.
- These positions require frequent travel to Boston for the training period and occasional travel throughout MA, including to both of MOVA's offices