

Victim Compensation Claims Manager

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 advocate with direct service or social service and supervisory experience to join our Victim Compensation team. Reporting to the Director of Victim Compensation, the Claims Manager provides management and oversight of MOVA's Claims Advocates. The Claims Manager is responsible for a team that reviews and processes expenses under MOVA's crime victim compensation program in accordance with Massachusetts statute and regulations. The Claims Manager implements trauma informed, victim and survivor centered systems and processes that increase equity and access for survivors of crime, demonstrating a connection to the people and communities we serve. The Claims Manager must be advocacy-oriented, an effective communicator, and process driven and have experience working as a supervisor or mentor, managing full-cycle processes, creating and cultivating relationships with diverse stakeholders, and providing exceptional customer service.

Responsibilities

- Provide primary oversight and administration of the process for claimants seeking compensation for expenses directly related to crime according to MOVA's victim compensation program
- Responsible for the direct supervision of the Claims Advocates which includes participating in hiring; training; goal setting; delegation; accountability for team and individual performance; monitoring progress; coaching and providing feedback; and providing opportunities for growth and development
- Establish and sustain advocacy practices that are trauma-informed and survivor centered
- Model, train, and support advocacy to provide equitable access to claimants seeking victims' compensation
- In collaboration with the Director, implement sustainable strategies to address vicarious trauma
- Develop strong relationships with providers, community partners, law enforcement, and other state agencies to assist with processing claims
- Using case management systems, oversee processing of applications, expense submissions, provider and employer verifications, police and other agency reports, and other relevant documentation
- Review and approve/deny expense requests for applicants and manage the submission of approved expenses for payment
- Support the collaboration with the Victim Services team to connect victims and survivors to additional resources and referrals
- Implement measurable program goals and improve operational efficiencies
- Assist in developing written policies and procedures with a victim centered focus to increase access
- 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

- Maintain a caseload, including confirming eligibility of applicants and determining if expenses are eligible for compensation

Knowledge, Skills, and Qualifications

- Six years of relevant professional work experience; a degree may substitute for up to three years of professional experience
- Proven leadership and supervisory experience, including at least two years managing a team or multiple staff members
- Demonstrated ability to manage multiple priorities, effectively solve problems, and build strong relationships
- Demonstrated ability to project manage and move deliverables forward in a timely manner
- Strong analytical skills
- Experience working in victim services, victim compensation, or other mission-based organizations
- Experience interacting directly with individuals seeking services or assistance
- Experience in claims processing and/or case tracking preferred
- Proven leadership capabilities and supervisory experience
- Proven ability to maintain confidential information
- Effective written and verbal communication skills
- 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
- Attention to detail and organizational skills
- Ability to forecast, establish, and meet deadlines
- Excellent computer skills in Microsoft Office software
- Commitment to furthering MOVA's mission
- Fluency in a second language, both speaking and writing, is 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.
- Valid driver's license and ability to travel within Massachusetts

Additional Information

- Submit cover letter, resume, and any accommodation requests to 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.
- Managerial, non-exempt position
- Salary of \$70,000-\$75,000 annually
- 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.
- The position is based in MOVA's Boston office with occasional travel throughout MA, including to MOVA's Northampton office