About The National Organization for Victim Assistance (NOVA)
The National Organization for Victim Assistance (NOVA) is a recognized leader in the victims’ rights movement. Since 1975, NOVA has advocated for the advancement and enforcement of victims’ rights; championed dignity and compassion for victims and survivors of crime; and promoted the professionalization of victim advocacy.

Position Description and Duties
NOVA serves as the Secretariat for the NACP, the only national credentialing program available to crime victim advocates. The NACP Coordinator will work closely with the Program Manager to provide administrative support to include one-on-one contact with applicants to answer questions, problem solve, and encourage timely submissions of applications and certification renewal requirements in accordance with the quarterly deadlines and reviews. The Coordinator will assist in all areas of program administration and provide coverage as needed by the Manager to meet requests from clients and applicants.

Responsibilities:
● Assist in receipt, analysis and processing of NACP applications.
● Review NACP applications and assist with entering required data into NOVA’s System, processing payments, and preparing invoices for group submissions.
● Assist in preparation of quarterly reports for contracted clients including data regarding NACP applicants and current status of NACP applications.
● Assist and participate in communication with applicants regarding NACP program information to include but not limited application status, required documents, certificate packets, etc.
● Monitor and respond to all applicant inquiries submitted to NACP inbox as the lead staff member for all applicant phone calls received regarding application processing.
● Work with NACP Manager to regularly update the NACP website, marketing materials, and e-blasts to NACP Credentialed Advocates.
● Assist and participate in preparation and dissemination of Certificate Awards.
● Assist in quarterly management of NARA Facility drop-off/pick-up of necessary files for new and renewal processing and shredding.
● Participate in regular staff meetings and select project-related in-person meetings.
● Assist with other NOVA programs and duties as requested and during slower periods for NACP.
● Answers the NOVA helpdesk/online chat providing information and referrals to victims of crime and responding to general inquiries regarding NOVA programs

**Background and Experience Requirements:**
● Associate degree or equivalent in social services or related field required; Bachelor’s degree or equivalent in social services or related field preferred
● Minimum of 2 - 5 years of administrative experience; At least 1 - 2 years of victim services experience.
● Experience managing databases and proficiency in Microsoft Office Suite (Excel and Word).
● Excellent time management, organization, problem-solving and research skills with strong attention to detail.
● Superior organizational, interpersonal and communication skills.
● Flexibility, creativity and initiative to work both independently and as part of a team.
● Knowledge and passion for NOVA’s mission and victims’ rights.
● NACP Credentialed Advocates and/or eligibility to pursue NACP credentialing preferred.

**Other Requirements:**
● Ability to physically perform the duties and to work in the environmental conditions required such as maneuvering in an office space, reaching file cabinets, filing, faxing, scanning, coping, typing, mailing, and making phone calls;
● Must be able to lift up to 20 lbs;
● Must be able to travel to and from the office each day.
Position Details:

- **Location:** Alexandria, VA (In-Person)
- **Work Environment:** NOVA strives to offer a flexible, trauma-informed workplace that values personal and professional development.
- **Salary:** Salary is commensurate with experience, with a set range of $47,000-$52,000.
- **Employee Benefits** include the following competitive package:
  - 80% of an employee and their dependents’ medical, vision and dental coverage
  - Paid time off (10 vacation days, 10 wellness days for new employees) and 12 paid federal holidays
  - 36-hour work week with ½ day Fridays
  - 401K plan with a 3% match and 2% employer contribution
  - Paid Parental Leave and Family Leave
  - Employee Sabbatical Program

Application Details:

- To apply please email a cover letter and resume to resume@trynova.org and add “NACP Coordinator” to the subject line.
- Review of applications will be completed on a rolling basis and the position will remain open until filled. No phone calls please. Due to the volume of applicants, we will only contact individuals invited to interview.
- If you are hired, we will require proof of your COVID-19 vaccination or documentation indicating a valid religious or medical reason not to be vaccinated.
- NOVA values and embraces diversity and equal opportunity and is dedicated to offering welcoming programmatic, attitudinal, and physical environments that enable diverse populations to freely access our facility and its services. People of Color, LGBTQIA+ persons, survivors of violence and women are strongly encouraged to apply. NOVA is committed to providing an inclusive, welcoming and safe environment.