



## VICTIM ADVOCATE

**CLASS SUMMARY:** To perform responsible advocacy work for victims of crime; to provide assistance for these victims as needed. To recruit, screen and supervise program volunteers; to assist in the development of volunteer programs and training; and to perform related duties as assigned.

**SUPERVISION RECEIVED:** Receives general supervision from the assigned supervisor or program manager. Exercises direct supervision over program volunteers.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

1. Recruits volunteers by organizing and distributing promotional materials and speaking to community organizations; assists with recruiting, screening, selecting and training volunteers.
2. Coordinates volunteer victim advocacy teams; assigns volunteers; monitors and evaluates the work of volunteers.
3. Assists in the development and implementation of a training program for all volunteers including initial orientation and ongoing training sessions.
4. Assists in the development of programs to increase the effectiveness of volunteer services and the use of volunteers; assists with safety planning.
5. Provides immediate crisis intervention to victims; provides victims with information about the conditions of the offender's supervision; provides emotional support during the investigation and prosecution process; explains procedures and requirements; consults with victim to determine the full extent of the crime and assesses victim's needs; refers victims and their children to appropriate community services for assistance made necessary by the crime; may provide on-call assistance to victims on a 24-hour rotating basis.
6. Acts on behalf of the victim in dealing with police officers, attorneys, parole and probation officers, physicians, family and others; accompanies victim to meetings, interviews, or examinations as required.
7. In trial cases, attends the trial with the victim, providing counseling and information for the victim.
8. Assists supervisor or program manager in the design and delivery of workshops and training programs for police, prosecutors and medical professionals dealing with the special problems encountered by victims and criminal justice practitioners.

**Knowledge of** (position requirements at entry):

- Problems confronting victims of crime.
- Pertinent local, state and federal rules, laws and regulations, and policies and procedures.
- Local public and private community resources.
- Short-term crisis intervention techniques.

**Skills in** (position requirements at entry):

- Recruit, train, motivate and supervise large groups of volunteers.
- Speak in public effectively and persuasively.
- Organize and conduct training sessions and workshops.
- Deal effectively with people in crisis.
- Interact appropriately with hostile or uncooperative individuals.
- Communicate clearly and concisely, both orally and in writing.

**Training and Experience** (positions in this class typically require):

Equivalent to the completion of the twelfth grade. Additional specialized training in social work, sociology, corrections or counseling is desirable. Two years of responsible experience in community service providing direct client assistance, and coordinating and training volunteers. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

**NOTE:** These positions are represented by AFSCME Local 2831.

**Classification History:**

FLSA Status: Non-Exempt