

VICTIM ASSISTANCE ADVOCATE

NATURE OF WORK

This is complex and responsible advocacy work assisting in the activities of the Victim Assistance unit.

Work involves assisting in the direction and training of volunteers and interns; providing direct services to crime victims; and collaborating with community partners regarding victim referrals and criminal justice participation. Supervision is received from the Victim Assistance Manager in the form of conferences, reports and results achieved. Supervision is exercised over volunteers and interns.

EXAMPLES OF WORK PERFORMED

Assists in providing direct services to crime victims in the form of outreach and advocacy in the following ways: outreach following report of victimization by via mail and phone; criminal justice advocacy and accompaniment to court hearings, depositions, parole hearings, sentencing, and trials.

Assists walk-in clientele with protection order affidavits or other presenting concerns; promotes safety planning and supplies safety plan information as appropriate; provides referrals and trauma support as appropriate; de-escalates crises when necessary.

Directs interns and volunteers to ensure assigned tasks are completed.

Participates in various collaborative meetings on behalf of the Victim Assistance Unit to represent victim perspectives and the unit's goals.

Collaborates with criminal justice partners on behalf of crime victims.

Compiles and maintains statistics as required for grants, victim cases and the Police Department.

Makes presentations to civic organizations, schools, law enforcement agencies and community partners as assigned.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of current best practice related to victim advocacy, mental health, trauma informed care, secondary trauma, threat assessment, domestic violence, sexual assault, human trafficking child abuse, elder abuse, vulnerable adult abuse and/or another related topic.

Knowledge of current victim rights and legislation impacting crime victims and victim service programs.

Knowledge of current community partners providing services to crime victims.

Ability to communicate professionally and effectively both orally and in writing with co-workers, outside agencies, the general public and those experiencing trauma and/or are in crisis.

Ability to make presentations before a variety of organizations.

Ability to establish and maintain effective working relationships with co-workers, volunteers and other community partners.

Ability to maintain commitment to confidentiality and compassion related to crime victims and sensitive departmental information.

Skill in critical thinking in high stress situations.

Skill in de-escalation tactics and trauma informed practices.

Skill in the operation of various office equipment and computer software.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university in criminal justice, social work or related field with six months of experience in the victim advocacy or criminal justice field; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.