

Jurisdictional Class: Competitive
Adopted: October 7, 1997
Revised: August 20, 2010

VICTIM SERVICES ADVOCATE

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for coordinating and participating in the various activities of a Crime Victims Program. This position will involve recruiting, screening, training, supervising, and coordinating a pool of appropriate volunteers to work as victim advocates and counselors. The incumbent establishes a working relationship with crime victims or witnesses, providing them with necessary assistance and information regarding court procedures, counseling, compensation claims, etc. This position will require extensive field work including home visits, court visits, police contacts, school visits, and various community contacts. The work is performed under the direct supervision of a higher-level administrator with leeway allowed for the use of independent judgment within established guidelines. Supervision is exercised over a group of volunteers. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates the activities and operations of the Crime Victims Program;
Conducts research to locate and contact victims and witnesses;
Maintains contact with victims/affected family members, encouraging victims participating in the criminal justice process;
Provides case status information, informing victims of court appearance dates and times, as well as postponements and cancellations;
Assists victims/affected family members to understand court procedures and their rights and responsibilities;
Acts as liaison between the District Attorney's Office and crime victims;
Assists victims in the preparation and filing of a wide variety of orders, statements, and claims;
Arranges appointments, transportation, interpreters, and other services for victims;
Develops, collaborates, and maintains contact with local, state, and federal victim services providers and various community agencies whose service may be relevant to client needs;
Maintains contact with the New York State Crime Victims Board, cooperates with program audits, and endures compliance with federal and state mandates and regulations;
Provides program presentations to various public and private agencies;
Develops materials such as program/victim brochures to promote the program and educate crime victims;
Recruits, screens, trains, and oversees volunteers to work with victims and witnesses;
Maintains a variety of records and prepares and submits statistical and financial reports relative to serve delivery and program operations;
Participates in case planning and implementations of such plans, from the briefest intervention to long term supportive services;
Provides community coordination and education for crime prevention and victims rights advocacy which involves public speaking, media support, public relations with schools, colleges, etc;
Participates on many county multidisciplinary teams involving services for crime victims;
Participates in staff development programs, in-service training, conferences, workshops, seminars, and staff meetings;
Continuously seeks and maintains education/training for trends in victim services;
Assists in training and supervising the community on victims, rights, and access to services;
Coordinates grants, completes quarterly reports, and other necessary reports related to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of public, private, and community agencies including law enforcement agencies;
Good knowledge of the principles and techniques of interviewing;
Working knowledge of the structure, organization, and procedures of the criminal court system;
Ability to develop and maintain satisfactory working relationships with victims, witnesses, and the public;
Ability to work independently;
Ability to communicate effectively, both orally and in writing, including strong public speaking skills;
Sound judgment.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Social Sciences, Education, Administration, Human Services, Humanities, or related field;
or
- (b) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Social Sciences, Education, Human Services, Humanities, or related field; and one (1) year of experience in social, health, or community services or public relations; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

SPECIAL REQUIREMENTS: Assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.