

Department: District Attorney
Classification: Competitive
Grade: Ungraded

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DOCUMENT 07

VICTIM SERVICES ADVOCATE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for participating in the various activities of a Crime Victims Program. 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 field work including 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 judgement within established guidelines. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

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 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 ensures compliance with federal and state mandates and regulations;
Provides program presentations to various public and private agencies;
Maintains a variety of records and prepares and submits reports relative to program operations;
Participates in case planning and implementations of such plans;
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 multi disciplinary teams involving services for crime victims;
Participates in staff development programs, in-service training, conferences, and workshops, seminars, and staff meetings;
Continuously seeks and maintains education/training for trends in victim services;
Assists in training the community on victims' rights, and access to services;
Coordinates grants, completes quarterly reports, and other necessary reports related to the position of Victim Services Advocate.

VICTIM SERVICES ADVOCATE - CONTINUED

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND 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 judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- a) Graduation from a regionally accredited or New York State registered college or university with a Bachelors Degree in psychology, criminal justice or social work; or
- b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in social science, criminal justice or human services and two (2) years of experience in law enforcement; or
- c) An equivalent combination of training and experience as defined by the limits of a) and b).

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.

Created: September 10, 2014