

Victim Advocate Coordinator

DEPT: Police
DIV: Support Services
DATE: July 2016

FLSA: Non-Exempt
EEOC: Para-Professional



POSITION SUMMARY

Performs a variety of **administrative and managerial duties** related to planning, organizing, coordinating and monitoring **professional victim advocate** and services program.

SUPERVISION RECEIVED

Works under the general supervision and direction of the Deputy Police Chief.

SUPERVISION EXERCISED

Provides close to general supervision to Victim Advocate(s). Provides training and supervision to volunteer and other program personnel.

ESSENTIAL FUNCTIONS

Coordinates the Lehi City Police Department Victim Assistance Program and assigned personnel; oversees recruiting and training of volunteers; coordinates schedules and assigns work; evaluates performance and conducts performance appraisals; conducts staff meetings as necessary.

Assists in making staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with Lehi City Personnel Rules and Regulations.

Recruits volunteer victim advocates through local advertisements, relationships with local universities, and community safety fairs. Completes phone interviews for potential volunteer victim advocate candidates. Distributes and explains necessary background check paperwork and testing requirements. Coordinates and participates in panel interviews of candidates. Provides training to new volunteer victim advocates. Coordinates community training with volunteer victim advocates, local agencies and the department. Assists in training of officers in victim advocate services.

Researches funding opportunities to support the program; coordinates and writes grant requests through local, state and federal sources; ensures accurate record keeping and documentation pertaining to grants such as monthly and quarterly reports, audits, and statistics.

Subject to call outs/respond to hospitals, crime scenes, and other locations as requested by sworn Law Enforcement personnel to assist primary and secondary victims with crisis needs and to provide emotional support; assesses victims' safety and other needs, informing them of available resources and acting as a liaison in obtaining services. Being subject to call outs does not require the Victim Advocate Coordinator to alter or change personal activities while not at work. The call outs and contacts outside normal work hours will entitle the Victim Advocate Coordinator to hourly compensation for time providing offered services

Provide victims of crime information and assistance regarding their rights as defined in Utah Criminal Code.

Receives and assigns cases referred by Lehi City Police and serves as a liaison between the victim, the referring officer, and the attorney; educates each victim regarding the legal process and the rights afforded them under the law.

Assists victims in preparing and filing protective orders, stalking injunctions, Utah Office of Victims of Crime and other legal forms; reports child abuse and elder/vulnerable adult abuse to Child Protective Services and Adult Protective Services. Cooperates with investigations of child abuse and elder/vulnerable adult abuse.

Attends applicable court proceedings or ensures attendance of a volunteer, testifies as necessary, and coordinates transportation of witnesses and/or victims and their families as needed.

Oversees and tracks case information, documents referrals and other actions, and writes reports on case progress; keeps victims notified of proceedings in criminal case including restitution; provides current address and phone number of victims to the Office of the Lehi City Prosecution Office and Lehi City Justice Court, County Attorney or Board of Pardons.

Reviews incident reports to determine advocacy needs and identify additional victims, including secondary victims. Conducts interviews to determine the level and type of services appropriate to the individual case. Assesses victim's safety and assists victims to complete safety plans. Assesses the needs of victims through information gathered by officers and information gathered directly from victims by phone or in person.

Coordinates with Juvenile Court, the Children's Justice Center, Division of Child and Family Services, medical and mental health professionals, and other related persons or agencies regarding services provided to victims.

Maintains resource lists and makes referrals to appropriate community resources, i.e. financial assistance, alternative housing, legal representation, mental health counseling, etc. Maintains professional relationships with local resources and community partners to aid in the effective coordination of services to victims.

Develops and conducts presentations to local community groups about the victim advocate program upon request. Attends and promotes the victim advocate program at community safety fairs and events. Provides training to officers and law enforcement staff regarding victim issues. Prepares and presents statistical and informational material to the city council regarding the victim advocate program.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Associates degree required, a bachelor's degree preferred in social work, psychology, sociology, family sciences, criminal justice or other closely related field;

AND

- B. Three to four (3-4) years of experience in victim advocate setting or related human services area;

OR

- C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

Thorough knowledge of victims' rights through the criminal justice process; Utah Criminal Code relating to crime victims. **Working knowledge of** community resources available to victims for shelter, treatment, education, legal assistance, and financial aid; crisis intervention theory and techniques; sexual abuse/physical abuse principles; child and adult protection services; social service systems (legal, court, medical, and referral sources); State of Utah laws/regulations regarding victim's rights; procedures of criminal justice system. Some knowledge of legal proceedings and legal terminology.

Skill in the operation of personal computer and various software applications for word processing, spread sheets, and data base management.

Ability to operate office equipment including copy machine, fax machine, etc.; know and act appropriately within the position boundaries and boundaries set by victim rights laws and victim advocate ethics; respond and refer quickly, appropriately and effectively in crisis situations; function independently; communicate effectively, both orally and in writing; receive and appropriately maintain confidential materials and information; work with individuals from various economic and social backgrounds as well as state, county, and city officials; establish effective working relationships with area service providers; ability to multitask and switch between multiple cases at any given time; telephone skills and etiquette; provide professional public relations skills when dealing with victims

3. Special Qualifications:

Must possess a valid Utah Driver's License. Required to obtain certification in Rape Crisis and Domestic Violence. May be required to complete Utah Victim Assistance Academy or National Advocate Credentialing Program. Applicants must sign consent for and submit to a criminal background, child abuse registry check and substance abuse screening.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, generally involving minor muscular strain, such as walking, standing, stooping, sitting, reaching, and lifting. Interpersonal communication essential to successful completion of job duties. Common eye, hand, finger dexterity required. Requires memory for details, ability to follow verbal instructions, emotional stability, discriminating thinking and creative problem solving. Periodic travel by automobile required in the normal course of job performance. Considerable exposure to stressful situations. Required to work non-traditional hours including evenings and weekends. Exposure to potentially hostile environments such as crime scenes, occasionally sexually related or explicit.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)