



**DONA ANA COUNTY
JOB DESCRIPTION**

POSITION TITLE: Victim Advocate	PAY GRADE: 9
DEPARTMENT: Sheriff's	FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
REPORTS TO: Supervisor, Victim Advocate Unit	LEAD: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
BARGAINING UNIT: N/A	SUPERVISOR: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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APPROVED:  7d	11/22/11
Department Head	Date
	11/22/11
Human Resources Director	Date

I. PURPOSE SUMMARY. Primary purpose is to provide advocacy resources services to guide and assist victims of violent crimes through the Criminal Justice System.

II. ESSENTIAL DUTIES.

1. Serves as an advocate for victims of violent crimes and assist in crisis situations in the office and as referred by officers or investigators. Tasks include, but are not limited to:
 - a) Assists victims of violent crimes by guiding them through the criminal justice system.
 - b) Provides victims with shelter, financial, childcare, and related resources and referral services available through other agencies.
 - c) Operates vehicle when assigned to deliver documents to various destinations and transporting victims as requested to/from court.
 - d) Performs data entry in maintaining up-to-date and accurate case management files when assisting victims in obtaining medical compensation.
2. Assists Supervisor with volunteer program for the unit. Tasks include, but are not limited to:
 - a) Provides on the job training to volunteers.
 - b) Reviews volunteer case work and provide feedback to volunteers.
 - c) Coordinates volunteer/intern training and speakers.
 - d) Schedules volunteer on-call rosters and communicate rosters to volunteers on timely basis to ensure coverage for weekends and evenings.
3. Performs administrative record keeping according to unit guidelines. Tasks include, but are not limited to:
 - a) Generates correspondence accurately and timely
 - b) Compiles statistical data in an organized and easily understood manner
 - c) Maintains logs utilizing a personal computer with appropriate software.

III. Additional Duties.

1. May translate (English/Spanish) when necessary.
2. Performs other related duties as assigned.

IV. QUALIFICATIONS.

A. Education. High School Diploma or equivalent.

B. Experience. Three (3) years experience working in a social and/or community services, advocacy, criminal justice or law enforcement environment position in direct contact with the clients served. Bilingual (English/Spanish) is preferred to effectively communicate with clientele.

C. Education/Experience substitution. In accordance with County policy.

D. Licenses/Certifications. Valid Drivers License. Current NM Notary Public or obtain within first six months of hire.

1. **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:** Knowledge of the Family Violence Protection Act and the Crime Victims Reparations Act desirable. Basic arithmetic abilities, technical reading, and above-average communication abilities, both written and verbal. Knowledge of English/Spanish translation and bilingual communication preferred. Ability to communicate and work effectively with staff, clients, court systems, and law enforcement agencies in a respectful manner at all times. Ability to receive a set of facts and/or circumstances and effectively reduce to a typed text document. Ability to maintain complete confidentiality of all information within the program. Ability to operate a personal computer with word processing software, telephone, fax machine, copier, and shredder. Strong interpersonal skills for minimizing conflict and handling inquiries/complaints.

2. **FREEDOM TO ACT:** The supervisor makes assignments by defining objectives, priority, and deadlines, and assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignments in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. Methods used in arriving at end results are not usually reviewed in detail.

3. **GUIDELINES AND JUDGMENT.** Guidelines are available but are not completely applicable to the work or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines, such as policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes results and recommends changes.

4. **PHYSICAL DEMANDS.** The work is sedentary. Typically the employee sits comfortably to do the work. There may be some walking, standing, bending, carrying of light items. Must be able to transport self and clients when necessary, effectively communicate with customers, and utilize precise vision when identifying injuries and protecting victims. Position requires competing demands such as multiple tasks, strict deadlines, and difficult case management. Interaction with alleged suspects of violent crimes is prevalent.

5. **WORK ENVIRONMENT.** Essential duties are performed 70% of the time indoors under temperate controlled conditions and may be assigned to work at decentralized district station. When driving or working outdoors 30% of the time, employee is exposed to various weather conditions. When working directly with victims, the work environment involves high risks with exposure to potentially dangerous situations and gruesome crime scenes.

6. **SUPERVISORY RESPONSIBILITY.** No supervision exercised. Responsible for own work.

V. EMPLOYEE ACKNOWLEDGEMENT:

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by:

Employee

Date

08/09 Revised 03/10 Revised 11/11