

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: NON-COMPETITIVE
APPROVED: APRIL 11, 2022

CRIME VICTIMS ADVOCATE

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision, an employee in this class performs duties involving both initial and continuing direct, personal contact with victims and/or witnesses; trainings and development through individual and group conferences; and maintaining regular case files and statistical reports. The incumbent provides victims and/or witnesses with necessary information on court procedures, accompanies them throughout the entire court process, and provides referrals to appropriate community services as necessary. The incumbent establishes a successful working relationship with the victims and witnesses, police agencies, District Attorney's Office, court system, and service providers. Direct supervision is received from the Victim Services Coordinator. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Contacts victims and/or witnesses by telephone, letter, or home, hospital, and off-site visits concerning investigations, court updates, disposition and case status;
2. Provides crisis intervention by accompanying victims and witnesses to court related appointments; attends case from investigation through verdict and sentencing; provides necessary transportation; acts as liaison between victim and/or witnesses and other agencies;
3. Answers phone calls and inquiries concerning case information; explains family and criminal court procedures; makes referrals to appropriate services as necessary; makes contact with courts, employers, service providers, and government agencies;
4. Prepares and sends follow-up letters to victims and/or witnesses and other agencies as necessary; retrieves and obtains case sensitive data for victims;
5. Recovers evidence from investigations and trial that should be returned to the victim/witness;
6. Maintains records and prepares statistical reports while performing general clerical activities such as light typing, filing, telephone coverage;
7. Arranges interpreters, transportation, travel and lodging accommodations for victims and witnesses.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good working knowledge of the structure, organization and procedures of family court and criminal justice system; good knowledge of the structure, organization and procedures of the District Attorney's Office; working knowledge of the principles and techniques of interviewing; ability to develop and maintain successful relationships within and outside the agency; ability to prepare and maintain records and reports; ability to communicate clearly and concisely, both verbally and in writing; ability to operate a computer and modern office software at an acceptable rate of speed and accuracy to input and retrieve data; good powers of observation and perception; sensitivity to the reaction of others; sound professional judgment; tact; courtesy; emotional maturity; physical condition commensurate with the demands of position.

MINIMUM QUALIFICATIONS: Candidates must meet one of the following:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Criminal Justice, Human Services, Psychology, Sociology or any behavioral science related to community services; **OR**
2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Criminal Justice, Human Services, Psychology, Sociology or any behavioral science related to community services **and** two (2) years of experience in the delivery of health, social or community services; **OR**
3. Graduation from high school or possession of an equivalency diploma **and** four (4) years experience in the delivery of health, social or community services.

NOTE: Part-time or verifiable volunteer experience will be pro-rated toward meeting experience requirements.

SPECIAL REQUIREMENT: Successful completion of a background investigation to work at the Sheriff's Office.