

# Job Description

## VICTIM ADVOCATE – Courts GRANT FUNDED

*The City of Maricopa is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

### **Job Description**

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned, and expected commensurate with the administrative needs of a newly incorporated city.

### **General Purpose**

Under limited supervision, coordinates a variety of Victim Assistance and community service programs and activities including crisis response training and community education and awareness programs. Working as a liaison between the police department and the Maricopa City Prosecutor to ensure quality and functional assistance to crime victims.

### **Essential Duties:**

Essential Duties are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

- Generates and mails victim notification letters mandated by the Arizona Constitution and Statutes; provides information to victims and witnesses; assists victims in filing compensation claims and restitution documents
- Documents and manages case files
- Prepares victims for their involvement with the criminal justice system; explains victims' rights, accompanies victims to court proceedings, assists victims in completing petitions for court orders; provides crisis intervention, support, liaison, and referral assistance to crime victims and witnesses;
- Acts as liaison for crime victims and their families to the City Prosecutor's Office and outside agencies; attends court to provide information to judges on behalf of victims
- Compiles and analyzes data, and reviews reports and correspondence related to the Victim Services Program
- Conducts research to identify emerging needs, trends, and services related to victim assistance

- Assists with training interns, volunteers, and other staff
- Maintains regular attendance and punctuality
- Performs other duties of a similar nature or level

### **Minimum Qualifications**

This position requires a Bachelor's Degree in social work or human service related field. This position requires a two (2) or more years' experience working with victim programs or mental health services. Also requires one (1) year experience in case management, counseling or related field from which comparable knowledge was gained. Must possess and maintain a valid driver's license required.

### **Preferred Qualifications:**

- Spanish speaking;
- Previous public sector experience.

Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for this job, may be substituted for *Preferred Qualifications* at the discretion of City Manager.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Knowledge of:**

- Microsoft Office Suite;
- Customer service principles;
- Department goals, objectives, policies, and procedures;
- Criminal Justice System;
- Public outreach and public relations principles;
- Research and report preparation methods;
- Program management principles and techniques;
- Victims' Rights as stated in Arizona Constitution and Statutes;
- Local behavior health, social services and other community referrals;
- Crisis intervention techniques and case management responsibilities.

#### **Ability to:**

- Communicate orally with internal/external customers and the public using a telephone, email, or face-to-face, in the English language and across educational, cultural, and social barriers;
- Make decisions and exercise resourcefulness in meeting new problems while balancing multiple priorities;
- Manage case and assess victim's needs;
- Perform confidential and sensitive assignments;
- Establish and maintain effective working relationships with City staff, supervisors and the general public.

### **Performance Aptitudes**

**Physical Ability:** Tasks require the ability to exert light physical effort including but not limited to lifting, carrying, pushing and/or pulling, etc. of objects and materials of light weight (generally 25

pounds or less). Tasks may involve extended periods of time in seated position and at a keyboard or workstation.

**Project Management:** Tasks require the ability to schedule, coordinate, and manage various projects of varying degrees of difficulty, size and complexity.

**Equipment, Machinery, Tools, and Materials:** Tasks require the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials, commensurate with duties of the position.

**Social and Interpersonal Communication Skills:** Position requires professional social and interpersonal communication skills, including the ability to function in a major organizational unit requiring significant internal and external interaction.

**Reasoning:** Position requires functional reasoning skills enabling the analysis of major problems that necessitate complex planning for interrelated activities that can span one or several work units. Position requires situational reasoning skills allowing for the ability to exercise judgment, decisiveness and innovation in situations involving broader aspects of the organization.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.