

**CRIME VICTIM SERVICES
JOB DESCRIPTION**

VICTIM ADVOCATE

Qualifications

- Experience in working with victims/survivors
- Experience in direct services, case management, and working with public
- Ability to write legibly, spell correctly, and use appropriate grammar for documentation
- Computer proficiency

Job Summary

- Provide direct services to victims of crime and/or their families.
- Be a resource to community agencies and cooperating organizations.
- Promote community awareness of crime victim services and the needs of crime victims.
- Provide program support with data collection and statistical reporting.
- Adhere to professional ethical standards.
- Meet standards of professionalism, work habits, personal relations, adaptability and growth.

Specific Duties and Responsibilities

The Victim Advocate is directly accountable to the Program Manager. Within the limits of the agency's programs, policies, procedures and budget, the Victim Advocate is responsible for performing the following duties:

Direct Services

- Provide crisis intervention for crime victims and/or their families.
- Provide follow-up contacts with victims and/or their families.
- Provide information and referrals to community resources.
- Assist victims and/or their families in applying for crime victims' compensation.
- Assist victims and/or their families in accessing crime victims' compensation benefits.
- Access services in behalf of crime victims (advocacy).

Case Management

- Ensure case files are maintained in accordance with grant and accreditation standards.
- Prepare contact notes for client files in a timely manner.

Student Supervision

- Provide educational supervision to student interns, including training and orientation; support the educational goals of the student's university or college program; prepare written student evaluations according to the school's criteria.

Outreach and Community Relations

- Develop collaborative relationships with appropriate agencies and organizations
- Be available as a point of contact for community and other entities working with crime victims.
- At the direction of the Program Manager, staff Informational Fairs representing Crime Victims Services and Family Counseling Service.
- Assist the Program Manager with the planning and implementation of training events.

Administrative

- Be responsible for the statistical and reporting activities of the program in accordance with the funding grants.
- Prepare and submit Time and Attendance Reports, monthly Work Activity Logs, --- Activity Reports, and Outreach Contacts/Presentation reports, in a timely manner.
- Assist Program Manager in the preparation of program information

Essential Attributes

- Interest in crime victim/survivor rights and services.
- A sensitivity to and ability to respond appropriately to cultural differences of clients and staff.
- A commitment to empowering others to solve their own problems, including the ability to set appropriate boundaries.
- Ability to work independently and to take the initiative in job related activities.
- Ability to work well with others and establish respectful relationships.