



CLASS SPECIFICATION

Class Code: 60001025
Date Established:
Last Reviewed: 05/2021
Last Revised: 05/2021
Title Change:
FLSA: non-exempt
Probation: 6 months

VICTIM/WITNESS ADVOCATE

DEFINITION

Under general supervision, performs a broad range of support duties for victims and witnesses; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in criminal justice, psychology, social work or a closely related field AND one year of full-time experience interviewing victims or family members for crisis intervention or eligibility for programs or community services; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

May provide work coordination and direction for volunteer staff and social work interns.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Assist victims/witnesses with various processes of the criminal justice system including completing forms, ensuring property return, arranging interviews with law enforcement and District Attorney, and obtaining compensation and restitution; verify and process claims for payment for victims that require emergency assistance; intervene for the victim with creditors and other agencies as needed.

Review violent crimes and patrol reports, contact victims/witnesses to assess injuries, determine eligibility for financial aid, and assist with appropriate community resources.

Accompany victims and witnesses to court as necessary for emotional support and to provide information on the criminal justice system, case status, restitution process, and related information; educate victim/witness on their rights, options, resources, and obligations in the criminal justice system.

Monitor more difficult or sensitive cases through the criminal justice system, to include support of victims post-conviction; monitor the progress of cases and follow-up with clients on short and long-term basis.

Establish and maintain a network of community support for victims/witnesses and coordinate the outreach efforts; collaborate with other professional and community service providers to meet victim/witness needs such as counseling, medical and dental care, protective services, psychiatric services, childcare, food, clothing, and related services.

Prepare correspondence, assessment reports, impact statements, case records and reports, document and maintain accurate records related to grant/program activities; prepare financial, statistical, and operational reports for compliance with grant requirements.

Assist traumatized victims/witnesses to make a safety plan, provide appropriate referrals, and establish an appropriate course of action.

Provide support to assigned department or program by assisting child trauma victims and their families through the initial stages of an investigation and interview.

Answer questions from the public, provide program and regulation information, explain the reporting and investigative process, and make referrals as necessary; provide information to clients, other agencies, and the public regarding pertinent regulations, policies, and procedures as they pertain to victim's rights.

Identify, develop, and facilitate training for victim rights, sexual assault, and domestic violence.

Establish, foster, and maintain effective and collaborative working relationships with all those contacted in the course of work to benefit the victim/witness and the integrity of the case.

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Washoe County's legal system policies as well as the policies, practices, and procedures of assigned department.

Nevada Revised Statutes, regulations, and laws pertaining to victims/witnesses.

Practices and procedures of filing legal documents in accordance with Nevada Revised Statutes.

Terms and acronyms commonly used in assigned function.

Computer software specific to the department.

Structure and function of the criminal justice system.

Community organizations and utilization of public and private community resources.

Ability to:

Provide work coordination and direction for other staff.

Skillfully interview clients to elicit sensitive information.

Balance a high needs caseload while meeting the needs of the victim while communicating on a regular basis with the assigned department on concerns, questions, or general information about the victim.

Formulate and modify case plans in conjunction with the client's needs.

Manage, monitor, and report on grant requirements.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Principles of human behavior and basic crisis intervention strategies.

Basic techniques of interviewing and recording data.

Legal terminology, forms, and documents used in the legal field.

Principles and practices of record keeping.

Ability to:

Operate modern office equipment, including the use of a personal computer.

Identify problems, project consequences of actions, and develop an appropriate course of action.

Gather, organize, analyze, and present a variety of data and information.

Act with honesty and integrity; exercise appropriate discretion and maintain confidentiality of information.

Prepare clear, concise, and accurate records, reports, and case documentation for statistical and historical purposes.

Deal effectively with potentially hostile, aggressive, and abusive victims or witnesses in stressful situations and maintain client rapport on an individual basis in person and over the phone.

Demonstrate initiative and judgment within established procedural guidelines.

Accurately interpret and apply regulations, policies, and procedures.

Communicate effectively both orally and in writing, with people of diverse backgrounds.

Establish, foster, and maintain effective and collaborative working relationships with clients from a wide range of ethnic, cultural, and socio-economic backgrounds, department staff, community representatives, and representatives of other departments.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment or in the field. Incumbents assigned to the Sheriff's Office must pass a background investigation which includes completing and submitting a Personal History statement and a set of fingerprints, as well as successfully completing a Computerized Voice Stress Analysis (CVSA) examination.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.