



CLASS SPECIFICATION

Class Code: 60018930
Date Established: 06/2021
Last Reviewed:
Last Revised:
Title Change:
FLSA: non-exempt
Probation: 12 months

VICTIM/WITNESS ADVOCATE SUPERVISOR

DEFINITION

Under direction, supervises Victim/Witness Advocates who perform 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 human services, public health, public administration, or a closely related field AND four years of full-time work experience in professional victim advocacy including 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

Exercises direct supervision over professional staff, interns, and volunteers.

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

Supervise assigned staff which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Assist staff with special criminal justice case situations and advise them with respect to case problems; review and evaluate case records for accuracy and completion.

Develop and conduct education and training programs in the areas of victimization and the criminal justice system for staff and outside agencies.

Compile and tabulate statistical information for grant purposes.

Oversee and develop outreach programs, educational resources, and participate in victim related initiatives.

Represent the office at professional meetings and maintain awareness of new developments within the community and advocacy field.

Provide direct victim advocacy for assigned cases to include direct victim services, court notification and support, resource referral, safety planning, and case management.

Monitor more difficult or sensitive cases through the criminal justice system, to include support of victims post-conviction.

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

Knowledge of:

Countywide personnel policies.

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.

Ability to:

Effectively supervise, motivate, and develop staff; have difficult conversations related to training or discipline in a timely manner.

Plan, coordinate, and direct the operations of the Victim Witness Advocate Program to accomplish established goals and objectives.

Implement work methods and procedures that promote a safe working environment for and ensure proper staff training in work safety.

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

Knowledge of:

Principles and practices of effective employee supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation and discipline.

Structure and function of the criminal justice system.

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

Principles and practices of record keeping.

Community organizations and utilization of public and private community sources.

Ability to:

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

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

Skillfully interview clients to elicit sensitive information.

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

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

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.

Evaluate work priorities and procedures and to determine effectiveness and efficiency; organize work to meet schedules and deadlines.

Accurately interpret and apply regulations, policies and procedures.

Communicate effectively both orally and in writing.

Effectively and professionally represent the agency in contacts with clients, the public, community organizations, and other governmental agencies.

Establish, foster, and maintain effective and collaborative working relationships with all those contacted in the course of work

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

Ability to work in a standard office environment or in the field. Ability to work after hours as needed due to court scheduling. Ability to operate standard office equipment including, but not limited to, computers, telephones, calculators, copiers, and fax machines.

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