

VICTIM/WITNESS ADVOCATE

DEFINITION

Under supervision, to provide a variety of services to victims and witnesses of crimes in accordance with the Victim/Witness Program in the Office of the District Attorney; to learn to interview victims and witnesses, assessing needs and making referrals; to assist with the development of community resources for victim/witness assistance; to represent the Victim/Witness Program with community organizations and agencies; to help in the development and planning of community outreach for the program; to collect and process restitution payments for victims; and to do related work as required.

Additional responsibilities – to assist in the operations and functions of the District Attorney’s Office; to assist the public; answer telephone calls; help with filing and running of the Case Management System used by the Office.

DISTINGUISHING CHARACTERISTICS

This is the entry and first working level in the Victim/Witness Advocate class series. Incumbents learn and perform a variety of basic victim/witness and program support services for the Victim/Witness Program.

This is a highly specialized administrative, fiscal and/or program support classification for planning, organizing, coordinating, and performing administrative support, fiscal support, and/or program operation functions of the Department. An incumbent in this class may be assigned supervisory responsibilities for the day-to-day direction and oversight of administrative support staff.

REPORTS TO

District Attorney, Assistant District Attorney and Victim/Witness Coordinator

CLASSIFICATIONS SUPERVISED

This is not a supervisory class.

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

Plans, organizes, and performs a variety of department and program operations and support work; assist in the planning, organization and coordination of the Victim/Witness

Program; works with community organizations to develop resources and appropriate referral services for victims and witnesses; monitors grant monies; ensures proper expenditure and reporting controls; assess victim and witnesses needs and provides referrals to support agencies for further assistance; performs restitution collection and case filings.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; stool, kneel and crouch to pick up or move objects; normal manual dexterity and eye-hand coordination; physical ability to lift, push, carry, and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; may occasionally work outside; continuous contact with other staff and the public. Driving victims and witness to court or interviews when needed.

DESIRABLE QUALIFICATIONS

Knowledge of:

In-depth knowledge of the functions, programs, and policies of the County Department/unit/County-wide program where assigned.

Computers and software used in Department and County information systems.

Program development, monitoring, and evaluation.

Statistical and financial record keeping methods, procedures, and techniques.

Comfortable with Public

Skill in report and program presentation and development.

Ability to:

Plan, organize, coordinate, and perform support, fiscal support, and/or program operation functions of a County Department, major organizational unit, or County-wide program.

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

Assist with the development and administration of the Victim/Witness Program.

Analyze situations accurately and determine effective courses of action.

Prioritize work load to meet established time lines and special requests.

Work within multiple time frames and deadlines.

Maintain confidentiality of materials and use discretion in sensitive situations.

Deal tactfully and courteously with the public, other County staff, and representatives of other government agencies, when explaining the functions, policies, and programs of the department and programs offered. Establish and maintain cooperative working relationships.

Laws governing victim/witness services and programs.
Functions of law enforcement agencies and the criminal justice system.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Proven track record of increasing responsible experience in performing a variety of administrative support work, Work in the legal field and/or work with the public is desirable.

Work dealing with victims and witnesses of crimes, or within the criminal justice system is also desirable.

Special Requirements:

Ability to attend out of the area training and to possess or have the ability to obtain an appropriate valid California Driver's License. Have a clean driving record.

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