

Jurisdictional Class: Competitive
Adopted: October 7, 1997
Revised: August 15, 2019

VICTIM SERVICES ADVOCATE

DISTINGUISHING FEATURES OF THE CLASS: This position coordinates and provides services to individuals participating in various activities for the Child Advocacy Center. The incumbent establishes a working relationship with victims and their non-offending caregivers, providing them with necessary assistance and information regarding court procedures, counseling, compensation claims, etc. This position will require travel to designated locations to participate in various activities for the Child Advocacy Center. The incumbent will be required to participate in staff development programs, conferences, workshops and attend trainings. The work is performed under the general supervision of the District Attorney or a higher-level administrator with leeway allowed for the use of independent judgment within established guidelines. Supervision is not generally a function of this position. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates activities and provide services to individuals in the Regional Child Advocacy Center;
Conducts research to locate and contact victims, and non-offending caregivers;
Maintains contact with victims and their non-offending caregivers, encouraging them to participate in the criminal justice process and/or family court process;
Provides case status information, informing victims or non-offending caregivers of court appearance dates and times, as well as postponements and cancellations;
Assists victims/affected family members to understand court procedures and their rights and responsibilities;
Acts as liaison between local agencies and victims and non-offending caregivers while advocating for the victim's rights;
Assists victims in the preparation and filing of a wide variety of orders, statements, and claims;
Travels to assigned locations for fieldwork or to participate in various activities for the Child Advocacy Center;
Arranges appointments, transportation, interpreters, and other services for victims;
Develops, collaborates, and maintains contact with local, state, tribal and federal victim services providers and various community agencies whose service may be relevant to client needs;
Prepares for and testifies in court when required;
Prepares reports as needed;
Conducts follow-up contact with families as necessary;
Maintains contact with the New York State Crime Victims Board, the Office of Children's and Family Services, and the New York State Children's Alliance;
Attends regional and state meetings, and ensures compliance with federal and state mandates and regulations;
Provides program presentations to various public and private agencies;
Develops materials such as program/victim brochures to promote the program and educate crime victims;
Participates in assessing the needs of child/family and case planning and implementations of such plans, from the briefest intervention to long-term supportive services;
Works cooperatively and relays pertinent information to team members and investigators;
Maintains training and sensitivity on trends in victim services, cultural differences, child abuse;
Assists in training the community on victims, rights, and access to services and benefits;
Provides community coordination and education for crime prevention and victim's rights advocacy, which involves public speaking, media support, public relations with schools, colleges, etc;

Victim Services Advocate

Participates in county and regional multi-disciplinary teams for child abuse, child fatality, or other teams involving services for crime victims;
Participates in staff development programs, in-service training, conferences, workshops, seminars, and staff meetings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of public, private, and community agencies including law enforcement agencies, child protective services;

Working knowledge of the structure, organization, and procedures of family court system;

Ability to develop and maintain satisfactory working relationships with community agencies;

Ability to work independently;

Ability to organize data and prepare reports;

Ability to work well with victims, clients and families, and in stressful situations;

Ability to communicate effectively, both orally and in writing, including strong public speaking skills;

Sound judgment.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Education, Human Services, Behavioral Sciences, Social Work or a related field; or
- (b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and two (2) years of experience in education, human services, social work or related experience; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

SPECIAL REQUIREMENT FOR APPOINTMENT: Eligibility for an appropriate level New York State Driver's license at time of application and possession of license at time of appointment.