



Job Title	Victim Advocate	FLSA Status	Non-Exempt
Band	PRO	Probationary Period	12 Months
Zone	1	Job Code	18488

Class Specification – Victim Advocate

Summary Statement:	
<p>The purpose of this position is to provide advocacy and support to crime victims and their families. This is accomplished by contacting victims of crimes that fall under the Victim’s Rights Act statute either in person, telephone or by mail to provide them information on community resources and services; providing transportation to law enforcement appointments; assisting victims during law enforcement interviews; providing court support during criminal proceedings. Other duties include maintaining and managing the Victim Assistance Law Enforcement (VALE) grant, and the Victim of Crime Act (VOCA) grant; and collecting statistical data on the number of victims served and types of services provided.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
60%	Provides advocacy and support to crime victims and their families by contacting victims of crime that fall under the Colorado Victims’ Rights Act statute either in person, telephone or by mail; providing them information on community resources and services; providing crisis counseling on scene to victims and their families; providing transportation to safe house or law enforcement appointments; and assisting victims during law enforcement interviews, contacting community agencies by phone to make referrals and, when requested, providing court support during criminal proceedings.
10%	Assists with the management of volunteer programs by co-coordinating and co-facilitating the annual volunteer training academy; managing volunteer work schedules and on-call rotations; and calculating and documenting monthly volunteer timesheets CAPS volunteer coordinator.
10%	Collaborates with community agencies by coordinating and facilitating with representatives from community agencies; and contract community agencies to coordinate trainings.



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20%	Maintains and manages grants by collecting data on number of victims served and types of services provided; writes quarterly grant reports in compliance with grant contracts; and monitors compliance of grant requirements.
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Competencies Required:	
Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.	
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	

Technical Skills Required:	
Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.	

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.	
Education: Bachelor's degree from an accredited college or university in criminal justice, behavioral science, social science, or related field.	
Experience: One year of full-time experience working with victims of a violent crime to include crisis intervention experience, or specialized training from a law enforcement agency in victim advocacy.	



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:
 Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling of work.

Supervision Received:
 Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
 This job title has no budgetary responsibility.

Physical Demands:
 Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office with some outside
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Rarely



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Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and LERMS.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: July 2014