



Job Title	Victim Advocate Coordinator	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	6	Job Code	18489

Class Specification – Victim Advocate Coordinator

Summary Statement:

The purpose of this position is to plan, implement, and administer a program of assistance to crime victims and witnesses encountered by the Colorado Springs Police Department (CSPD). This position will be responsible for providing direct victim services and will supervise staff and volunteers in the victim advocacy unit. This position will be responsible for the development of policies and procedures related to CSPD victim services and strategic planning related to victim services.

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.

20%	Contacts victims of crimes that fall under the Victim’s Rights Act statute providing victims information on community resources and services; provides crisis counseling on scene to victims and their families; assists with the application process for financial resources, provides transportation to law enforcement appointments; and provides support during law enforcement interviews and during court criminal proceedings.
20%	Coordinates and facilitates with representatives from community agencies to make referrals and coordinate training.
40%	Recruits volunteers and facilitates annual volunteer training academy; provides orientation and training to new volunteers; manages volunteer work schedules and on-call rotations; schedules and facilitates monthly volunteer meetings and training; and calculates and documents monthly volunteer timesheets for CAPS volunteer coordinator.
20%	Collects statistical data on number of victims served and types of services provided; writes quarterly grant reports in compliance with grant contracts and writes annual grant renewal applications; monitors compliance of grant requirements; and prepares and presents grant proposals at meetings.

Competencies Required:



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Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

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:

Advanced skills and knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision making abilities are necessary to apply technical skills effectively.

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 with major coursework in criminal justice, behavioral science, social science, or related field.

Experience: Three years of full-time responsible professional administrative and/or budgetary experience specific to area of assignment.



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Education and Experience Equivalency:
 One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
 Additional appropriate education may be substituted for the minimum experience requirements.

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 supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary action and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these tasks.

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:
 The job title prepares accounting, budget, employment actions, and purchasing documents; and does research to justify language used in documents for a unit or division of a department.

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



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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

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