CLASS SPECIFICATION

VICTIM/WITNESS ADVOCATE

DEFINITION

Under general supervision, performs 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 criminal justice, psychology, social work or a closely related field and one year experience interviewing victims or family members for crisis intervention or eligibility for programs or community services; OR five years of full-time 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

May provide work coordination and direction for volunteer staff.

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

Check in victims and witnesses as they appear for court; provide direction to or accompany victims and witnesses to court as necessary.

Provide information to victim/witness on the criminal justice system, case status, restitution process and related information in person or over the telephone.

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

Assist victims and witnesses with various processes of the criminal justice system including completing forms, ensuring property return and arranging interviews with law enforcement and Deputy District Attorney.

Provide referrals to various support and community organizations; assist victims and witnesses in obtaining counseling, medical and dental care, protective services, psychiatric services, child care, food, clothing and related services.

Maintain a high caseload while meeting the needs of the victim and communicating on a regular basis with the Deputy District Attorney on concerns, questions or general information about the victim.

Interview traumatized victims and witnesses in order to make appropriate referrals and assist with establishing an appropriate course of action.
Assist victims in obtaining compensation and restitution by assessing eligibility, assisting in completing claim forms and intervening for the victim with creditors and claim authorities.

Prepare correspondence, assessment reports, impact statements, case records, program information and related reports, and maintain accurate records.

Review police reports that can be violent in nature, and victim/witness statements to assess injuries, eligibility for financial aid and assist with appropriate community resources.

Establish and maintain a network of community support for victims/witnesses and coordinate the outreach efforts and provide referrals to victims/witnesses as appropriate.

Prepare case reports, carefully document information and maintain accurate case records.

Assist victim/witness to access community services.

Monitor the progress of cases and follow-up with clients on short term and long term basis.

Collaborate with other professional and community service providers to meet victim/witness needs.

Answer questions from the public, provide program and regulation information, explain the reporting and investigative process and make referrals as necessary.

Provide information to clients, other agencies and the public regarding pertinent regulations, policies and procedures as they pertain to Victim’s Rights.

Maintain effective working relationships with staff, community and officers of the court to benefit the victim/witness and the integrity of the case.

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

**Knowledge of:**
- Washoe County’s legal system policies, practices and procedures.
- 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.
- Structure and function of the criminal justice system.
- Community organizations and utilization of public and private community resources.

**Ability to:**
- Provide work coordination and direction for other staff.
- Skillfully interview clients to elicit sensitive information.
- Formulate and modify case plans in conjunction with the client’s needs.
**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

**Knowledge of:**
- Principles of human behavior and basic crisis intervention strategies.
- Basic techniques of interviewing and recording data.
- Legal terminology, forms and documents used in the legal field.
- Principles and practices of record keeping.

**Ability to:**
- Operate modern office equipment, including the use of a personal computer.
- Identify problems, project consequences of actions and develop an appropriate course of action.
- Gather, organize, analyze and present a variety of data and information.
- Handle sensitive and/or confidential information with discretion.
- Prepare clear, concise and accurate records and reports and case documentation, maintaining confidentiality of case records.
- 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.
- Perform basic mathematical calculations including addition, subtraction, multiplication and division.
- Interpret and apply regulations, policies and procedures.
- Communicate effectively both orally and in writing.
- Maintain effective working relationships with clients from a wide range of ethnic, cultural and socio-economic backgrounds, department staff, community representatives and representatives of other departments.

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

- Ability to work in a standard office environment.

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