

***Victim/Witness Services for Coconino County***  
**Victim Advocate II**

February, 2012

**Nature of Work:** Under the direct supervision of the Associate Director for Advocacy Services, performs advanced casework of considerable difficulty providing information and services to victims and witnesses of felony crimes; performs related duties as required or assigned.

**Typical Duties:** Provides ongoing assistance and follow-up to victims and witnesses as the case progresses through the judicial process; provides case information and explains the operation of the criminal justice system; provides crisis counseling to victims and witnesses of violent felony crimes; rotates as staff back-up for on-call crisis intervention; handles high-profile and the more difficult and complex cases; provides coverage for other advocates; provides direct services for victims including transportation, emergency housing, food and employment assistance, follow-up counseling, and referrals to community agencies; assists victims in completing necessary paperwork in order to access appropriate community services and resources (i.e. safe shelter, TANF, food stamps, child support, legal services, Orders of Protection/Injunctions Against Harassment, affordable housing, clothing, etc.); provides crime victim compensation assistance; maintains liaisons with prosecutors and judges; locates and distributes court documents as needed; provides court escort; provides transportation to/from court as needed; supervises intern/volunteer assigned to assist this position; tracks numbers and demographics of victims served and services provided; inputs data into a software program (DAMION); participates in the preparation of statistical reports and program evaluations; prepares correspondence and other memoranda; attends meetings, seminars and conferences that relate to victim advocacy and victim rights; participates in public awareness and outreach activities countywide; and, addresses community organizations and groups to explain the objectives of the Victim/Witness program.

**Knowledge, Skills and Abilities:**

**Considerable knowledge of:**

- ✓ Arizona Criminal Justice System;
- ✓ Arizona Victims' Rights Act;
- ✓ caseload management;
- ✓ interviewing & counseling.

**Working knowledge of:**

- ✓ community resources;
- ✓ office practices & procedures;
- ✓ business English, spelling, math, punctuation & grammar;
- ✓ file and records maintenance.

**Considerable skill in:**

- ✓ providing victim and witness crisis intervention;
- ✓ assessing victim and witness needs;

- ✓ computers and computer software including word processing;
- ✓ the operation of modern office equipment.

**Ability to:**

- ✓ establish & maintain effective working relationships with other Victim/Witness Services employees, the general public, and colleagues from other agencies;
- ✓ follow written & verbal instructions;
- ✓ communicate effectively verbally & in writing;
- ✓ deal impartially with individuals from various socioeconomic, ethnic & cultural backgrounds.

**Minimum Qualifications:** Bachelor's Degree in Social Work, Criminal Justice or a related field and a minimum of four (4) years experience in social work, victim/witness advocacy, or crisis intervention/response.

**Special Requirements:** Must possess and maintain a valid Arizona driver's license, automobile insurance, and have reliable transportation; must be available to travel throughout Coconino County; must be available for on-call hours; Bilingual (English/Spanish) preferred.

**Salary:** DOE, DOQ. This is an EXEMPT position; not eligible for overtime compensation.