

## **CITY OF MARGATE, FLORIDA JOB DESCRIPTION**

### **JOB TITLE: VICTIM ADVOCATE (Job Code 857)**

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#### **GENERAL STATEMENT OF JOB**

Performs specialized work of above average difficulty assisting victims of crime through intervening actions and facilitating the use of community services on the victim's behalf, under general supervision of the Criminal Investigations Division. Employees must possess extensive knowledge of community resources and other services available to assist the crime victim. The Victim Advocate is concerned with the emotional trauma suffered by the victim as a result of the crime. Considerable individual initiative and resourcefulness are necessary in analyzing cases and recommending solutions.

#### **ESSENTIAL FUNCTIONS**

**The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.**

Assists crime victims by responding to major crime scenes or during follow-up assistance when required.

Provide crime victims with support and facilitate the use of community services on the victim's behalf.

Work relating to the maintaining of timely and accurate records of services and the amount of time rendered as required.

Contacts crime victims in-person, by phone, by e-mail or postal mail to provide assistance.

Performs crisis intervention counseling, death notification and community service referrals.

Assists officers or criminal investigators at crime scene or during follow-up investigations.

Coordinate and consult with social service agencies, police, school staff, (Community groups, religious leaders in the community regarding the needs of victims and the public in general.

Transports victims to essential services.

Assists with property return, victim impact statements and completing restitution requests.

Completes Crime Compensation Reports on behalf of the victim and forwards the forms to the Office of the Attorney General's Office.

Prepares and processes forms, documents and other written communications for distribution within the department or to other departments and service organizations.

Completes and maintains reports as required by the VOCA grant.

Attends Attorney General training sessions for Victims' Advocates.

Provide educational programs which promote victim advocate services.

Provide support and instruction in relation to courtroom presentation. Operates a vehicle in the performance of duties.

Uses modern office equipment including a computer and related hardware and software programs to complete assigned work.

Perform related work as required.

## **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's Degree in psychology, social work, criminal justice, or a closely related field. Must possess a minimum of two (2) years considerable experience in family counseling or crisis intervention, which include the use of supportive community services. Or an Associate's Degree in psychology, social work, criminal justice, or closely related field and five (5) years of experience in family counseling or crisis intervention, which include the use of supportive community services. Must possess and maintain a valid Florida driver's license. Must satisfactorily complete all applicable civil service requirements.

## **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Tasks involve some walking, standing, some lifting and carrying objects of light to moderate weight (5-15 pounds)

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards data, people, or things).

Interpersonal Communication: Requires the ability to speak and/or signal people to exchange or convey information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal and city administration operations that are moderate in nature.

Intelligence: Requires the ability to analyze and interpret problems, and draw valid conclusions in task processing and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in Standard English. Must speak with poise, confidence and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to add, subtract, multiply and divide, calculate decimals and percentages. Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and filing documents.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** May require the ability to differentiate between colors or shades of color depending on department of assignment.

**Interpersonal Temperament:** Requires the ability to deal with people from a variety of departments in both axes giving and receiving of instructions. Must be able to perform under stress of frequent deadlines.

**Physical Communication:** requires the ability to talk and/or hear; (talking: expressing or exchanging information by means of spoken words, hearing, perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions, e.g., dirt, cold, rain, fumes.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of accredited principles and practices of counseling and interviewing techniques and their application to victims.

Knowledge of all Department standard operating procedures, general orders and directives.

Knowledge of community resources related to various aspects of social welfare; including housing, food programs, religious organizations, employment rehabilitation, counseling and financial assistance.

Knowledge of the criminal justice systems' policies and procedures regarding victims of crime.

Ability to establish rapport and effectively counsel and assist crime victims and their family.

Ability to speak effectively before public meetings, clubs and organizations and to express ideas effectively orally and in writing.

Ability to observe and record incidents clearly and completely and to present clear and concise reports both orally and in writing.

Ability to analyze complex situations and to act calmly and quickly in emergency or hazardous situations.

Ability to work independently with minimal direct supervision.

Ability to establish and maintain favorable working relationship with public and private organizations, department officials, employees and the general public.

Ability to safely operate a vehicle.

## **EQUAL OPPORTUNITY EMPLOYER**

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date