

CRIME VICTIM SERVICES ADVOCATE

284-B

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for coordinating and participating in the various activities of a Crime Victims Advocacy Program. The position may involve recruiting, screening, training, supervising, and coordinating volunteers to work as victim advocates. The incumbent establishes a working relationship with crime victims or witnesses, providing them with necessary assistance and information regarding court procedures, counseling, claims, etc. The position will require extensive field work including home visits, court visits, contacts with law enforcement agencies, school visits, and various community contacts. Work is performed under direct supervision of the District Attorney with leeway for the use of independent judgment within established guidelines. Supervision may be exercised over a group of volunteers. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates the activities and operations of the Crime Victims Advocacy Program;

Conducts research to locate and contact victims and witnesses;

Maintains contact with victims or family members, encouraging participation in the criminal justice process;

Provides case status information including court appearance dates, postponements, and cancellations;

Assists victims or families in understanding court procedures and their rights and responsibilities;

Assists victims in the preparation and filing of legal documents, statements, and claims;

Arranges appointments, transportation, interpreters, and other services for victims;

Develops and maintains contact with various community agencies whose services may be relevant to client needs;

Maintains contact with the New York State Office of Victim Services, cooperates with program audits and ensures compliance with program mandates and regulations;

Provides program presentations to various public and private agencies;

Recruits, screens, trains, and oversees volunteers to work with victims and witnesses;

Maintains a variety of records and prepares and submits statistical and financial reports relating to service delivery and program operations;

Participates in case planning and implementation of plans;

Provides community coordination and education for crime prevention and victims rights advocacy which involves public speaking, media support, public relations with academic institutions, etc;

Participates in staff development programs, in-service training, conferences, workshops, seminars, and staff meetings;

Coordinates grant activity pertaining to the Crime Victims Advocacy Program

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARAC-

TERISTICS: Good knowledge of law enforcement and human service agencies providing service to local communities; good knowledge of interviewing techniques and practices; good knowledge of the structure, organization, and procedures of the criminal court system; sensitivity to cultural diversity issues; ability to develop and maintain satisfactory working relationships with victims, witnesses, and the public; ability to analyze and respond to victim case circumstances; ability to present ideas clearly both orally and in writing; ability to understand and interpret written materials; strong public speaking skills; initiative; compassion for others; and sound judgment.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's degree in social work, social sciences, education, public administration, business administration, the humanities or a related field; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in a field as specified in (A) above and two years of experience in providing services in a human services, health services or criminal justice setting.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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NYS Civil Service Commission Approval: N/A

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