



The City Beautiful

City of Coral Gables Job Description

Job Title: Victims Advocate
Department: Police
Classification: 5037
Pay grade: 20C
FLSA: Non-Exempt

Prepared Date: 12/06
Approved By: H.L. Hammerschmidt
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Summary

Provides crisis intervention and coordinates services for victims and witnesses of crimes.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Provides information, emotional support and guidance to victims and witnesses. Provides crisis intervention counseling and assesses needs. Informs victims/witnesses and their families of available options and services, to include counseling, medical, legal and social services. Explains procedures and assists victims/witnesses through the stages of the criminal justice system.

Provides victims/witnesses with referrals and coordinates services, to include mental health services, community resources, and placement services. Assists in locating emergency housing for displaced victims. Accompanies victims/witnesses to service and governmental agencies when needed.

Communicates with mental health practitioners and service providers to ensure quality of services. Assists in developing and implementing intervention plans. Visits agencies and follow-ups with victims/witnesses to monitor the delivery and quality of services. Ensures state guidelines for claims compensation are met.

Maintains records and prepares departmental reports. Maintains and updates library of resources and service contacts.

Performs other related tasks as required.

Knowledge, Skills, and Abilities

Knowledge of crisis intervention counseling. Knowledge of the problems and needs of victims and witnesses of crime. Knowledge of services available to assist victims/witnesses, to include mental health services, community resources and service agencies. Knowledge of legal requirements and procedures related to victim advocacy. Knowledge of related criminal justice procedures. Knowledge of Coral Gables Police Departmental policies and procedures. Knowledge of intervention plans. Ability to communicate effectively and professionally with individuals in crisis situations. Ability to communicate with and evaluate the services provided by mental health practitioners and service agencies. Ability to maintain records and prepare reports.

Considerable knowledge of modern office equipment including word processing systems, data bases, spreadsheets, graphics and type a minimum of 35 wpm, operate automated equipment, electronic data processing and telecommunications equipment. Oral and written communication skills.

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, hands to fingers dexterity, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copier and fax machine. Work is predominately indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 20 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Minimum Education and Experience

A bachelor's degree from an accredited four year college or university, to include course work in psychology and/or sociology. Two years of related experience working with the public in a mental health, social service or police agency.

A comparable amount of training or experience may be substituted for the minimum qualifications.