

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### Victim Advocate

**Department:** Police  
**Pay Grade:** 509  
**FLSA Status:** Non-Exempt  
**Job Code:** P646

#### JOB SUMMARY

The purpose of this position is to ensure victims of felony and misdemeanor crimes are treated with respect and dignity, that they are notified of their rights and that they receive emotional support throughout the criminal justice process. This is responsible, administrative work in the Roswell Police Department Victim Assistance Program requiring advocacy work and the delivery of program services to victims of felony and misdemeanor crimes. Work is often performed under stressful conditions and involves timely attention to victim needs.

#### ESSENTIAL JOB FUNCTIONS

- Assists victims during the criminal justice process; educates victims about the criminal justice process; schedules appointments and courtroom orientations.
- Works as a liaison between victims, social services and government agencies. Responds to requests for information from officials, other staff members, and the public or other individuals.
- Provides telephone and face-to-face advocacy with victims and their family members; makes follow-up contacts with victims by mail and/or telephone; reads court calendars and contacts victims with case status; talks with investigators and prosecutors about cases and provides information and advocacy concerning case status; notifies victims by mail or by telephone of hearings, procedures, and dispositions regarding their case; assists victims following case disposition.
- Distributes informational mail-outs to victims regarding available program services and victim's rights as described by the Crime Victim's Bill of Rights.
- Maintains victim database with regards to records and notification.
- Provides information, advocacy, and assistance in completing applications for Temporary Protective Orders as necessary; provides assistance with requesting notification from the

local Sheriff's Department, Board of Pardons and Paroles, and the Department of Corrections as necessary; provides creditor, landlord, and employer intervention as necessary.

- Attends hearings with victims for emotional support; preliminary hearings, bond hearings, grand jury hearings, trials, etc. (when necessary).
- Distributes and collects program evaluation surveys.
- Maintains current listing of available community resources for victims; provides referrals to community resources
- Assists in preparing and distributing program brochures in the community
- Attends training seminars to keep abreast of current trends in victim assistance
- Participates on relevant committees and victim advocacy organizations by attending meetings
- Assists with grant/funding proposals and statistical reports to meet grant requirements. Assists in documenting date of victim contacts/notices, recording court dispositions and maintaining data for monthly and yearly reports.
- Adheres to program policies and procedures
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Requires a Bachelor's degree in Psychology, Social Work, Behavioral Science, or related field from an accredited college or university; three (3) years of relevant work experience, preferably in law enforcement, criminal justice system; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Master's Degree preferred.

#### **Licenses or Certifications:**

- Possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

#### **Special Requirements:**

- This position requires staff call up in an emergency situation

#### **Knowledge, Skills and Abilities:**

- Considerable knowledge of Georgia laws pertaining to misdemeanors and victims' advocacy.
- Familiarity with City and departmental rules and regulations and the criminal justice system.
- Proficiency in implementing program activities, interpersonal relations, public speaking, and task management.
- Good communication skills, both oral and written.
- Demonstrated ability to work independently.
- Considerable knowledge of modern office procedures
- Bilingual preferred but now required

### **PHYSICAL DEMANDS**

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

### **WORK ENVIRONMENT**

Work is regularly performed without exposure to adverse environmental conditions.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*