



TOWN OF JACKSON
JOB DESCRIPTION

JOB TITLE: Victim Services Advocate	LAST UPDATED: 2003
PAY BAND:	FLSA STATUS: Non-Exempt
DEPARTMENT: Police	SUPERVISOR: Victim Services Coordinator

Job Purpose: Provides professional and comprehensive direct services to victims of crime and their families. Fosters opportunities that permit victims greater participation and representation throughout the criminal justice process. Works to minimize the impact of crime on victims and families.

Supervision: Works under daily and specific direction of Victim Services Coordinator.

Supervision Exercised: Has no supervisory responsibilities.

Essential Duties and Responsibilities:

(This list does not include all duties and responsibilities that may be assigned to this position.)

Performs timely review of Town of Jackson police reports and determines those victims of crime that may need professional assistance and aid.

Maintains contacts with law enforcement and criminal justice officials to advocate victims' rights.

Assists victims of crime, plans, coordinates, and administers emergency and non-emergency services, remains available to those who need help, disburses information, facilitates return of property seized as evidence, renders aid during the recovery process, and documents victims' losses via receipts, records, insurance payments, doctors' bills, etc.

Represents crime victims, provides escort and guidance through the criminal justice process, provides trial preparation assistance, provides advice concerning legal and statutory rights, and consolidates information on victims' behalf to obtain court-ordered restitution.

Aids in completion of victims' compensation applications.

Serves as liaison between victims and police officers, attorneys, physicians, family, the community, and others, ensures victims have access to available support services, and provides exceptional internal and external customer service.

Attends court proceedings to represent interests of victims and to gather applicable data and information to share with victims.

Maintains a positive presence in community by serving as a member of Youth Council, Teton County Child Protection Team, and/or Teton County Peace Officer's Association and attending meetings with Teton County Task Force on Family Violence and Sexual Assault, Balanced and Restorative Justice Implementation Committee.

Assists Town of Jackson Victim/Witness Coordinator with divisional support, special projects, and assignments as requested.

Maintains victimization statistics and completes victim issue reports.

Cover 24 hr on-call services in conjunction with other staff and volunteers

Ensures victims of juvenile offenders have been informed of program services such as Victim-Offender Conferencing, coordinating the Conferencing when appropriate for the involved parties.

Shares in implementation of program evaluation activities.

Desired Minimum Qualifications:

Education and Experience: Any combination of education and experience providing skill and knowledge for successful job performance is required. Typical qualifications include:

- High school diploma or GED equivalent; and
- Accredited college or university course work in criminal justice, social work, or related field preferred; and
- One (1) to two (2) years experience dealing with victimization issues desired.
- 40 hr victim advocate training and/or Professional Victim Advocate Certification by a qualified institution preferred.
- Experience in criminal justice system preferred.

Job-Specific Knowledge, Skills, and Abilities:

- Knowledge of, or ability to learn and apply, interactive theories and principles in complex and volatile situations, initiate appropriate solutions, and offer empathy to emotionally charged clients.
- Knowledge of, or ability to learn and apply, computer and electronic data processing skills, modern legal terminology, format of and standard legal instruments pertaining to victim rights, criminal justice system and court procedure, and crisis intervention and counseling techniques.
- Knowledge of MS Word, Excel, Publisher, and PowerPoint software programs and Alliance (Police Department database/report management software).
- Knowledge of, or ability to learn and comprehend, law enforcement system, criminal justice system, social services, Victims of Crime Act (VOCA), and the Crime Victims Compensation Commission.
- Knowledge of fundamentals of record keeping and methods of performing basic business mathematic calculations.
- Knowledge of Town of Jackson and Teton County geography preferred.
- Skilled in operation of equipment and tools listed below
- Skilled in production of professional caliber letters, memoranda, and reports.
- Skilled in establishing and maintaining efficient filing and records systems.
- Ability to identify and utilize community resources to ensure that full range of victims' rights and needs are being represented and met.
- Ability to use mathematical reasoning and analytical skills and to apply results.
- Ability to develop and present recommendations to supervisors, clients, and others.
- Ability to translate verbal communication into written material.
- Ability to perform a variety of clerical duties with limited instruction or assistance.

- Ability to respond in a professional and general manner without violating victims' right to privacy, or without violating goals of investigators and prosecutors when fielding inquiries concerning crime and victimization.
- Ability to recognize participating law enforcement departments' roles in creating and implementing solutions.
- Ability to communicate in person, by phone, and in writing with peers, supervisors, citizens, other law enforcement agencies and entities, and various community resources.

Knowledge, Skills, and Abilities Related to the Town of Jackson Purpose, Mission, and Values:

Our Purpose (Why we exist as an organization)

The Town of Jackson exists to provide municipal services necessary to support the residential, business, environmental, and historical interests that define our community. Our services enhance the quality of life for those who live here and enhance the experience for our guests.

Our Mission (What we do)

It is the mission of the Town of Jackson Municipal Organization to provide municipal services that enhance the quality of life for our residents and guests and to help support the local economy. We train, mentor and challenge our employees to develop to their highest potential and to provide service that exceeds the expectations of residents, guests and others. We foster partnerships to solve problems and more effectively use our resources. We appreciate the unique environmental resources and scenic beauty where we live and work and acknowledge our responsibilities to future generations.

VALUES

CUSTOMER FOCUS & SERVICE. *We provide exceptional customer focus and service – to both internal and external customers.*

OPENNESS. *We are open in all respects as we work together – displaying an open mind, an open door and open communication.*

INNOVATION. *We utilize the creativity and innovative ideas of employees at all levels to address our increasingly complex challenges.*

RESPECT. *We treat everyone, everything and everywhere with respect.*

PROFESSIONALISM. *We display high levels of professionalism in all interactions.*

POSITIVE WORKPLACE. *We take responsibility for creating a positive and healthy workplace – through displaying positive attitudes and positive behaviors.*

STEWARDSHIP AND CONSERVATION. *We are the current caretakers of our resources.*

IT IS MY JOB. IT IS OUR JOB.

- Ability to understand and contribute to accomplishing the Town of Jackson Purpose and Mission.
- Ability to understand and comply with the Town of Jackson Values.
- Ability to read, comprehend, and comply with the Ins and Outs of the Town of Jackson Values as set forth in the Performance Management System documents.
- Ability to be an example to others in the organization in terms of understanding and application of the Town of Jackson Values.

- Ability to display positive behaviors towards improving the culture of the organization through understanding, support, and application of the Town of Jackson Values.

Special Requirements:

- Valid state driver's license or ability to obtain valid Wyoming driver's license within one month of hire.

Equipment and Tools Used:

- Personal computer including word processing software, typewriter, dictation equipment, photocopier, postage machine, fax machine, calculator, and telephone.

Physical Requirements:**

The physical demands described here are representative of those that must be met by employee to successfully perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing job duties, employee frequently sits, sees, hears, and speaks. Employee frequently uses hands to finger, handle, or feel objects, tools, or controls.

Employee is exposed to moderate levels of walking.

Employee occasionally stands. Employee occasionally lifts up to 5 pounds.

Specific vision requirements include the use of near vision, far vision, depth perception, and peripheral vision, exposure to bright light and low light conditions, and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and office equipment.

Specific auditory (hearing) requirements for the position include frequent exposure to routine conversation in a normal office environment and the ability to distinguish between telephone, voice, and other auditory tones and signals.

Mental Requirements:**

The mental requirements described here are representative of those that must be met by employee to successfully perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing job duties, employee frequently reads, comprehends, and executes simple written and verbal instructions, reads work orders, graphs, logs, and schedules, and counts and makes simple arithmetic additions and subtractions. Employee frequently plans own work activities, works alone, and works without supervision.

Employee is exposed to moderate levels of operating cars and trucks. Employee is exposed to moderate levels of working as a member of a team, working under pressure, and working on several tasks at the same time.

Employee occasionally reads and executes complicated instructions.

Working Conditions:**

**The terms "Frequent," "Moderate," and "Occasional" are quantified as follows:

- Frequent: occurs 60-100% of the time
- Moderate: occurs 21-59% of the time
- Occasional: occurs 1-20% of the time

Job Selection Guidelines:

Formal application, rating of education and experience, oral interview, reference check, and job related tests may be required, including physical agility test, polygraph examination, drug testing, etc.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description is intended as a guide for the efficient and professional performance of a job. Nothing herein shall be construed to be a contract between the Town of Jackson and the employee. Additionally, this job description is not to be construed by any employee as containing binding terms and conditions of employment. The Town of Jackson retains the absolute right to terminate any employee, at any time, with or without cause. Management retains the right to change the contents of this job description, as it deems necessary, with or without notice. Employment is on an at-will basis.

I, the undersigned, have read and understand this job description and am able to perform essential job functions with or without any reasonable accommodation:

Employee Signature: _____ Date: _____

Approval: _____ Approval: _____
Supervisor Personnel Director

Effective Date: _____ Revision History: _____