

# **VICTIM WITNESS PROGRAM ASSISTANT/COURT ADVOCATE**

## **JOB DESCRIPTION**

Department: Victim/Witness Assistance Program

Reports To: Victim Witness Program Director

**Overview:** Provides administrative assistance and court advocate support to victims and witnesses of crime through the Victim/Witness Assistance Program.

### **ESSENTIAL DUTIES**

- Provides advocacy and crisis intervention for victims of crime, and ensures victims are aware of their rights.
- Provides victims with referrals for direct service assistance, including area agencies, counselors, support groups, and social services.
- Serves as a liaison between victims, witnesses, law enforcement, and prosecutors, and criminal justice system.
- Assists victims in obtaining available protection or with protective orders when there are threats of harm.
- Assists victims and witnesses in preparing for court and provides support by attending court hearings.
- Assists victims in filing claims with the Virginia Victim Fund (VVF) and submitting victim impact statements to appropriate Commonwealth's Attorney, Judge, Defense Attorney, and Probationary Officer
- Provides victim and witnesses with information about dispositions, judicial proceedings notices, and prisoner status.
- Assists victims in obtaining and securing restitution.
- Assists victims with registering for online notification systems to receive updates about inmate status changes such as transfer, name change, death, parole events, and release.
- Assists victims in retrieving property being held for evidentiary purposes.

- Enters client data in the Victims Services Data Collection System (VSDCS).
- Maintains, composes, and compiles correspondence, records and reports.
- Addresses public and professional inquiries.
- Other duties assigned.

NEW PAY GRADE: General – 14
FLSA DESIGNATION: Non-Exempt

## **CLASS SPECIFICATION**

### **Education & Directly Applicable Experience**

High School diploma and seven to ten years directly related experience; or

Two years of college or an Associate's Degree and two to less than five years directly related experience; or

A Bachelor's Degree and less than two years directly related experience.

Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Possess a valid VA Driver's license.

### **Supervisory Controls**

The work is performed very independently; the supervisor makes assignments by defining objectives, priorities and deadlines, and assists the employee with unusual situations which do not have a precedent.

The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training or accepted practices in the job.

### **Supervision Given**

This position does not supervise any other positions.

### **Guidelines**

Procedures for doing the work have been established and a number of specific guidelines are available. These guidelines may be in the form of laws, regulations, statutes, commonly accepted operational principles, user's manuals, or any other sources from which direction or assistance may be inferred. The employee uses judgment in locating and selecting the most appropriate guidelines, references and procedures for application and may make minor deviations to adapt the guidelines in specific cases or determine which of several established alternatives to use.

### **Complexity**

The work typically includes varied duties requiring many different and unrelated processes and methods. Decisions involve the assessment of unusual circumstances, variations in approach, and incomplete or conflicting data.

The work requires many decisions concerning such things as the interpretation of large amounts of data, planning of the work, or refining the methods and techniques to be used.

### **Scope and Effect**

The work product or service affects the work of other experts, the development of major aspects of programs or missions, or the well-being of substantial numbers of people.

**Personal Contacts**

The majority of personal contacts are with individuals or groups from outside the organization in a moderately unstructured setting or involve attempts to enforce ordinances, regulations, or rules where conflict or diverse interpretations may result.

**Purpose of Contacts**

The purpose is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

**Physical Demands**

The work is generally performed in an office environment. Typically, the employee may sit to do the work. However, there may be some walking, standing, stooping, carrying of light items such as papers, books, or small parts, or driving an automobile. No special physical demands are required to perform the work.

**Work Environment**

The work environment involves everyday risks or discomforts which require normal safety precautions. Use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals are minimally required.