

## **FAIRFIELD COUNTY**

### **JOB TITLE: VICTIMS ADVOCATE**

#### **GENERAL STATEMENT OF JOB**

Under limited supervision, operates and coordinates a victims assistance program by providing crisis intervention and necessary support services to victims of crime. Provides educational material to law enforcement staff and the community in response to criminal victimization.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Refer victims to appropriate service agencies/providers.

Ensure victims' legal rights are protected.

Advise victims of case status and progress, maintain contact with and provide support to victims and/or family members throughout the criminal justice process as needed.

Provide applications and information to victims concerning South Carolina Crime Victims Compensation; explain purpose, procedures, and policies, and assist in completion of forms.

Upon request, may intervene on behalf of victims with creditors, employers, etc.

Establish contact with victims of crime and identify their needs.

Provide crisis-intervention and support of victims of crime.

Provide educational materials concerning victims' rights and adult and child victimization.

Increase the community's awareness of the victims assistance program to encourage timely reporting and assistance.

Ability to intervene in a crisis situation using tact, discretion, compassion, and good judgement.

Effective interpersonal communication skills, e.g., the ability to exchange information clearly.

Organizational and office skills utilizing a variety of equipment such as a typewriter, computer, printer, copier, fax machine, audio visual equipment, calculator, telephone, vehicle, etc.

Interacts and communicates with various groups and individuals such as co-workers and other departments including the Town of Winnsboro and Ridgeway Public Safety Department, Sheriff's department, Detention center, Magistrate's office, E-911 department, Clerk of Court, DSS, attorneys,

victims of families, witnesses, law enforcement officers, counselors, medical and hospital personnel, various federal and state agencies, and the general public.

### **ADDITIONAL JOB FUNCTIONS**

Performs various routine clerical functions, including but not limited to typing, copying, filing, faxing, and distributing information; answering phones, etc.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree in an appropriate field such as psychology or social work; or Bachelor's degree in any other related field and two years experience in the field of victim services and certification; or an Associate's degree in an appropriate field such as psychology or social work, paralegalism and three years experience in victim services or social services and certification; or certification plus six years of experience in victim services.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a motor vehicle as well as a variety of automated office machines and other equipment including computer, calculator, copier, planimeter, blueline print machine, measuring tape, drafting equipment and supplies, etc. Must be physically able to exert up to fifteen pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may involve walking, standing, stooping, and/or reaching for brief periods of time. Must be able to lift and/or carry weights of approximately thirty pounds.

**Data Conception:** Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the giving of instructions and assignments to assistants. Includes the receiving of information and instructions from supervisor.

**Language Ability:** Requires the ability to read a variety of complex documents and reports relative to appraisals, etc. Requires the ability to prepare various documents and reports including appraisal reports, personnel reports, and general correspondence, etc., using the proper format, punctuation, spelling and grammar. Requires the ability to communicate with subordinates, other County personnel, law enforcement officers, attorneys, etc. with poise, voice control, and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions. Must be able to deal with several abstract and concrete variables. Requires the ability to apply principles of rational systems such as law enforcement, social service, and the legal system in order to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists.

**Verbal Aptitude:** Requires the ability to record and deliver information and to follow verbal and written instructions.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; utilize decimals and determine percentages; utilize descriptive statistics; and determine time and weight.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes in utilizing automated office and other equipment. Must be able to operate a motor vehicle.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

**Color Discrimination:** Does not require the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate stress when confronted with an emergency.

**Physical Communication:** Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has considerable knowledge of the practices, procedures, rules and regulations of the department. Has knowledge of the processes and procedures involved in providing assistance to victims of violent crimes. Understands and adheres to all rules and regulations regarding confidentiality of court information and victim testimony. Has knowledge of the general office operations, functions, and procedures. Is able to use independent judgment in routine and some non-routine situations which occur. Is able to communicate effectively with others both in person and over the telephone in a clear and cordial manner. Has the ability to compile, organize, prepare, and maintain an assortment of records, reports, and related information. Has the ability to comprehend, interpret, and apply regulations, procedures, and office operations. Knows of the reports, records, files and letters which must be prepared, processed, and maintained in order to meet the requirements of the department. Has comprehensive knowledge of the terminology used within the department. Is able to read, understand and complete written requests and work assignments in a timely fashion. Knows how to estimate time, materials and supplies required to complete various routine activities. Knows how to operate a variety of types of equipment. Is able to learn and apply new skills needed in order to promote efficient completion of duties. Is able to offer assistance to co-workers as necessary. Is able to complete mathematical calculations as needed. Has good organizational and human relations skills. Is able to maintain an effective filing system. Has the ability to type at the required corrected rate of fifty words per minute. Has the ability to prepare clear and concise letters of correspondence as required. Has the ability to perform duties under tight deadlines.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all County departments and divisions, co-workers and the general public.

## VICTIMS ADVOCATE, ADMINISTRATION

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities".

**Dependability:** Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

**Relationships with Others:** Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the County and to project a good County image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the County. Emphasizes the importance of maintaining a positive image within the County. Interacts effectively with higher management, the Chief Assessor, professionals and the general public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**Planning:** Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the County regarding the activities of the department and works to see that these expectations are met. Designs and formulates ways, means, and timing to achieve the goals and objectives of the department and the County. Within constraints of County policy, formulates appropriate strategy and tactics for achieving departmental and County objectives.

Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve the goals and objectives of the department and the County.

**Organizing:** Organizes own work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all County and department matters affecting them and/or of concern to them.

**Staffing:** Works with the Administrator and the Personnel Department to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the County. Personally directs the development and training of department personnel ensuring that they are properly inducted, oriented and trained.

**Leading:** Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of County goals and objectives.

**Controlling:** Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of County standards, methods and procedures.

**Delegating:** Assigns duties to staff as necessary and/or appropriate to meet department goals, enhance staff abilities, build confidence on the job and assists staff members in personal growth. Has confidence in staff to meet new or additional expectations.

**Decision Making:** Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not foster the desired result, moves decisively and explicitly to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of department and County. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

**Human Relations:** Strives to develop and maintain good rapport with all staff members. Listens to and considers their suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

**Policy Implementation:** Has a clear and comprehensive understanding of County policies regarding the department and County function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

**Policy Formulation:** Keeps abreast of changes in operating philosophies and policies of the County and continually reviews department policies to ensure that any changes in County philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**