



County of Berks Position Description Form

Position Title: Victim Advocate

Department: District Attorney **Reports To: (Title)** District Attorney

Effective Date: November 19, 2020 **Revision Date:** _____

Wage Category: **Exempt** **Non-Exempt**

EEO-1 Category: Paraprofessional **Union Classification:** N/A

POSITION SUMMARY:

The Victim Advocate provides assistance with the following duties: initial intakes, needs assessments, coordinates services to victims/survivors and their families, and provides general client tracking and file maintenance. The Victim Advocate will perform other VOCA eligible duties as assigned.

POSITION RESPONSIBILITIES:

Essential Functions

1. Greets visitors when they arrive at the Children's Alliance Center.
2. Completes the initial intake process with victims/survivors and their families (meets with families to get information and to advise them of the CAC process and available services).
3. Fields all in-coming calls to the Children's Alliance Center.
4. Provides education to children and their families regarding the Children's Alliance Center.
5. Provides victims/survivors and their families with information regarding the Victim Compensation Assistance Program and assists them with filing their claim, upon their request.
6. Assists clients in court preparation.
7. Provides assistance in accessing services such as protective orders, housing, public assistance, domestic violence resources, support groups and transportation.
8. Provides family and victims/survivors and their families with necessary referrals to the community and provides victim advocacy when needed, including linkage to necessary community resources to meet some of the basic needs listed above such as housing and transportation.
9. Follows up to assure that needed support services are realistically accessible and received (counseling, sexuality evaluation, forensic examination, satisfaction surveys, etc.).
10. Coordinates with partner agencies to schedule forensic interviews, medical examinations and sexual abuse evaluations.
11. Acts as a liaison with other social service agencies in the community to provide timely services and referrals to the family.

12. Provides victim support throughout the investigation.
13. Assists in creating and maintaining client files.
14. Data entry of client information into the client tracking system and maintenance on all services provided.
15. Participates in Multidisciplinary Team Meetings and case reviews as needed
16. Participates in weekly supervision with CAC Director.
17. Participates in staff meetings.
18. Perform related other office-related work as required.

Non-Essential Functions

None.

MINIMUM EDUCATION AND EXPERIENCE:

- While an Associate's Degree may be acceptable, a Bachelor's Degree in Criminal Justice/Paralegal Studies/Social Services is preferred.
- Two years' experience in the criminal justice field or a social service agency.
- Prior community/customer service experience with an emphasis on direct contact with both the general public and all levels of professionals, both face-to-face and by telephone.
- Prior experience utilizing computer database programs to retrieve and manipulate information, as well as word processing and spreadsheet experience.
- Any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

- Successful completion of employment background check, including NCIC criminal check.
- Thorough working knowledge of general office practice and business English.
- Spanish language skills, while not required, are desirable.
- Ability to effectively communicate with the public and government officials in a highly charged, emotional setting.
- Excellent communication, listening and interpersonal skills.
- Must be able to work independently and as part of a Multidisciplinary Team collaboration with a wide range of professionals including, but not limited, to law enforcement, child protection, attorneys, medical and mental health providers.
- Must be self-motivated, adaptable and resourceful.
- Excellent organizational skills with an attention to detail, accuracy and time management.
- Must be able to attend and successfully receive a minimum of 8 hours of training every two years.
- Proficiency with Microsoft Windows Operating Systems, Word, Excel, Access, PowerPoint, Outlook and Adobe.
- Understanding of office methods, rules, practices and procedures.
- Capable of understanding and carrying out oral and written directions.
- Able to maintain cooperative working relationships with those contacted in the performance of duties, including all other employees.
- Ability to evaluate and utilize discretion in dealing with members of the public.
- Must be able to work flexible hours.
- Able to handle stress.
- Physical presence in the Facility is required.

PHYSICAL DEMANDS:

Physical lifting of multiple files and file boxes as necessary. Maximum weight of boxes is approximately 15 pounds, which is usually required once per week.

WORKING ENVIRONMENT:

Clean, climate-controlled office setting.