

## **CLASS TITLE: CRIME VICTIM ADVOCATE**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision serves as an advocate for the rights and protection of crime victims; assessing each individual victim's needs and working together with other community resources to provide necessary services; and works directly with crime victims acting as a liaison between victims and law enforcement; and other related assigned duties.

### **ESSENTIAL TASKS:**

- Serves as point of contact/liaison between law enforcement and victims
- Responds to the public's and/or media inquiries regarding issues involving the crime victim advocate program
- Prepares and delivers presentations to educate the community regarding the crime victim advocate program
- Develops and maintains an effective tracking system
- Monitors information required for proper grant documentation maintaining both financial/accounting and other program records
- Attends training as required to effectively serve crime victims and meet requirements of the position
- Responds to the emotional and physical needs of crime victims
- Assists primary and secondary victims of crime to stabilize their lives after victimization
- Assists victims to understand and participate in the criminal justice system
- Provides victims of crime with a measure of safety and security
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in social work, psychology, criminal justice or related field and one (1) year of experience in victim advocacy, counseling or related field or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of the principles in developing programs; considerable knowledge of public relations practices and writing techniques; considerable knowledge of interviewing and intervention techniques; knowledge of the state laws governing crime victims; and knowledge of program administration. Ability to communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in stressful situations, which require a high degree of sensitivity, tact, and diplomacy; ability to discreetly handle sensitive and confidential information; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Skill in public speaking, adult instruction, and coordinated community response.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 10 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting. Position requires some evening work and travel to various City locations to attend community meetings, public speaking engagements and conduct victim interviews.

**Class Code: 1198**

**EEO Code: E-02**

**Pay Code: EX-28**

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**Group: Clerical and Administrative**  
**Series: Personnel Management**

**Effective Date: September 25, 2019**