

DAKOTA COUNTY VICTIM ASSISTANCE PROGRAM

PROGRAM COORDINATOR/VICTIM ADVOCATE

JOB DESCRIPTION

I. Position Summary:

- ❖ Provide direct services to crime victims in Dakota County, Nebraska
- ❖ Advocate and assist victims of crime deal with and overcome the short and long-term problems caused by victimization.
- ❖ Inform crime victims of their legal rights and protections.
- ❖ Acquaint and advocate on behalf of crime victims to criminal justice proceedings and be a support system throughout the court process.
- ❖ Administer Victims of Crime Act (VOCA) grant responsibilities.
- ❖ Increase the responsiveness of the criminal justice system to the needs and concerns of victims.
- ❖ Develop the awareness of the community at large to crime-related issues.
- ❖ Supervise bi-lingual crime victim advocate and/or intern(s).

II. Essential Functions:

- ❖ Possess empathy for those who are victims of crime and be able to handle individual cases objectively and in accordance with the laws of the State of Nebraska.
- ❖ Shall acquire the crisis intervention skills necessary to carry out the responsibilities of advocating and referring clients on a case-by-case basis.
- ❖ Attend and complete the Nebraska Victim Assistance Academy.
- ❖ At all times the Coordinator shall represent the Dakota County Victim Assistance Program in an ethical and responsible manner.
- ❖ Coordinator may speak to interested organizations and groups to educate the public about victims of crime and the program.
- ❖ At no time shall the Coordinator denigrate the purposes and goals of the program.
- ❖ Shall prepare annually the Victim's of Crime Act (VOCA) grant which funds the program. Budget is approved by the Nebraska Crime Commission and funds received are distributed through the City of South Sioux City.
- ❖ Shall be responsible for preparing quarterly, annual, and statistical reports required by the Nebraska Crime Commission.
- ❖ Supervise bi-lingual crime victim advocate and/or intern(s).
- ❖ The Coordinator shall be on call 24 hours a day, 7 days a week for law enforcement to serve victims of crime. Coordinator is able to immediately respond to victims who have been traumatized by crime.
- ❖ Work collaboratively with local domestic violence/sexual assault agency in providing enhanced advocacy.
- ❖ Coordinator shall maintain complete records of all program activities, pursuant to the guidelines set forth by the Nebraska Crime Commission; such records being destroyed only with the permission of the Project Director.

- ❖ Network with individuals and organizations in the provision and improvement of services to crime victims.
- ❖ Coordinator shall do other tasks as assigned to carry out the goals of the program, and/or as the Project Director shall direct.
- ❖ Adhere to legal, ethical, and behavioral standards of conduct in the helping relationship.
- ❖ Know the overall services of the victim assistance system in the geographical area served.
- ❖ Know the community's justice systems and their relation to public and private victim service programs.
- ❖ Familiarize oneself with service systems that impact crime victims in the geographic area served.
- ❖ Know the purpose of DCVAP and its place within the justice and services systems of the community.
- ❖ Coordinate with individuals and organizations to address crime victim needs.
- ❖ Collaborate in efforts to improve systems, laws, institutions, and policies that impact crime victims.

III. Knowledge, Skills, and Abilities

- ❖ Bachelor degree or post graduate degree in psychology, sociology, social work, or criminal justice.
- ❖ Excellent interpersonal skills including the ability to work well with individuals from all backgrounds and ability level.
- ❖ Excellent verbal and written communication skills.
- ❖ Excellent organizational skills and ability to multi task.
- ❖ Sensitivity to crime victims.
- ❖ Sound judgment and decision making skills.
- ❖ Ability to interact with diverse populations of all ages, genders, religious, cultures, ethnicities, attitudes, beliefs, and other characteristics without discrimination.
- ❖ Knowledgeable in the field of criminal justice.
- ❖ Maintain a valid driver's license and available automobile for work use.
- ❖ Knowledge, experience, and demonstration of skill in any or all of the following: crisis intervention, victim's rights and available services, law enforcement, and court procedures.
- ❖ A demonstrated ability to provide and adhere to confidentiality.
- ❖ Ability to work independently as well as cooperatively.
- ❖ Ability to write and administer VOCA grant.
- ❖ Basic computer skills including Microsoft Word, Excel, Outlook, Adobe.
- ❖ Pass background screening.
- ❖ High moral character.
- ❖ Polite, compassionate, professional, courteous, tactful, good listener, objective, insightful, empathetic, supportive, balanced, sensitive, accepting, encouraging, analytical, and creative with the public, victims, their families, law enforcement, and other service agencies.
- ❖ Developing rapport and communicating effectively with crime victims.
- ❖ Helping crime victims to identify and access appropriate resources.
- ❖ Advocating for crime victims within the organization and community.
- ❖ Assisting crime victims to address their traumatic responses to victimization.
- ❖ Using effective crisis intervention skills when confronted with a crisis situation.

- ❖ Adequately preparing crime victims for interacting with criminal justice and service agency systems.
- ❖ Advocating for crime victims in the criminal justice setting.
- ❖ Provide for or assist applicable agencies in aiding crime victims and/or their families including but not limited to: crisis intervention, medical, legal, criminal justice advocacy, protection order assistance, and referrals.
- ❖ Using specific interventions appropriate to the type of victimization.
- ❖ Competently respond to diverse and underserved crime victim populations.
- ❖ Present a business-like demeanor and appearance in all DCVAP matters.
- ❖ Meet all deadlines and scheduled appointments.
- ❖ Prompt and orderly handling and storage of all paperwork and computerized data.
- ❖ Contribute to program innovation and enhancements.

IV. Physical Qualifications

- ❖ **Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- ❖ While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- ❖ **Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.