

GENERAL STATEMENT OF JOB

Under limited supervision, a VOI Victim Advocate provides crisis intervention, emotional support, education and guidance to crime victims and witnesses from the time of crisis and throughout the criminal justice process. Work includes providing or arranging for a variety of support services to promote emotional healing and educating victims/witnesses regarding their rights, resources, safety, impact of trauma and the criminal justice process. Employee is also responsible for maintaining liaison between victims/witnesses and criminal justice personnel. Reports to Executive Director and/or Staff Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Respond to calls by law enforcement to provide on-scene crisis intervention to victims/witnesses
- Provide victim advocacy services either through personal or telephone contact.
- Provide emotional support immediately following the crime/crisis
- Inform the victim of VOI's policy concerning limited confidentiality
- Ascertain the victim's immediate needs
- Encourage the victim to seek medical consultation/examination if needed
- Discuss an initial safety plan and, with the active participation of the victim, develop a safety plan
- Ensure victims are aware of their rights under Colorado Law and the Colorado Crime Victim Compensation Act and assist them in applying for appropriate funds
- Offer victims information regarding case status and resources
- Initiate follow-up contact with the victim as appropriate
- Support the victim in decision-making by providing information and discussing available options
- Assist the victim with prioritizing actions and establishing short and long-term goals
- Assist the victim by working with the assigned law enforcement officer
- Provide 3rd party mediation with employers, therapists or others if needed and with the permission of the victim/witness
- Assist with the return of property being held as evidence
- Provide follow-up support as needed
- Protect victim from being re-victimized during the criminal justice process
- Document contacts and collect data for tracking the case, report writing and providing feedback to police as appropriate.
- Provide after hours and weekend coverage for on-call shifts as needed
- Review police reports to identify victims who are eligible for services.
- Outreach phone calls to crime victims or others in need of services or community referrals.
- Emergency response to calls from law enforcement.
- Participate on committees to represent victim issues.
- Participate in training law enforcement, other service providers and the community about victim issues, VOI services and mission
- Other duties as designated by Executive Director or Staff Supervisor

Job Skills:

- Excellent written and verbal communication skills
- Excellent problem solving abilities
- Computer proficiency with Microsoft Office Suite: Word, Xcel, Power Point, Publisher, Access
- An understanding of victimization and the criminal justice system
- Ability to communicate and collaborate well with others
- Ability to set relationship boundaries
- A self-starter that can work independently and with limited supervision.
- Commitment to working with people from diverse backgrounds