

## **COUNTY OF WEBB WEBB COUNTY SHERIFF'S OFFICE**

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**Title:** Crime Victims Advocate

**Div/Dept:** Crime Victims Unit

### **1.0 Major Function and Purpose**

Responsible to assist victims of crime with direct victims services; to conduct victim services training; and to undertake outreach/community education.

### **2.0 Summary of Job**

Ensures that victims, guardians of victims, or close relative of a deceased victim is afforded the rights granted victims, guardians, or close relatives of deceased victim is afforded the rights granted victims, guardians, or close relatives of deceased victims by Subdivisions (4), (6), and (9) of Article 56.02(a) of the Texas Code of Criminal Procedure. Provides direct crime victim services; conducts victim services training; and undertakes outreach/community education. Develops resources with State, City, County, and private agencies to ensure appropriate treatment and services for crime victims, including domestic violence. Assists in individual cases and referrals to social service agencies and keeps statistics and monitoring grant implementation.

### **Essential Duties/Functions**

- Ensures that victims, guardians of victims, or close relative of a deceased victim is afforded the rights granted victims, guardians, or close relatives of deceased victim is afforded the rights granted victims, guardians, or close relatives of deceased victims by Subdivisions (4), (6), and (9) of Article 56.02(a) of the Texas Code of Criminal Procedure.
- Informs victims about their constitutional and statutory mandated victim's rights as they pertain to the criminal justice system.
- Coordinates and refers services of community resources, placement providers, collateral agencies, the court, and/or other community partners with families, clients, or patients receiving services.
- Coordinates volunteer program for domestic violence education and crime victim services.
- Facilitates safety planning and provide referrals and resources to crime victims.
- Identifies, connects and collaborates with appropriate community agencies to assist with victim concerns.

- Provides Victim Awareness training during orientation for new officers and other Sheriff's staff.
- Coordinates with staff to create awareness of victim issues through displays, information dissemination, T.V./radio public service announcements, and other community outreach activities.
- Meets and confers with management, users, and contract providers to resolve problems and coordinate services.
- Coordinates and/or acts as a liaison between agency or work unit and other agencies, work units, organizations, suppliers, etc.
- Delivers presentations, stand up training, or instruction to staff, management, clients, or the general public.
- Offers crisis intervention, information, and support to all survivors where the police or health workers have made a referral to the project.
- Provides a 24 hours service to survivors by conducting emergency safety plans and liaising with social services, emergency housing, refuge to provide emergency housing if needed.
- Refers victims to appropriate agency to secure Orders of Protection and Injunctions Against Harassment.
- Assists in preparing victims and witnesses to testify at court hearings, explaining court process and proceedings, and advising them of the progress of their case.
- Accompanies and provides courtroom support for victims and/or witnesses.
- Explains court rulings, processes property release forms and provides victims with appropriate referrals to follow up services after sentencing.
- Provides case status and criminal justice information to victims and/or witnesses.
- Enters and maintains pertinent data and statistical records on victims served and services provided into designated computer systems/software programs.
- Serves as the primary point of contact and works with a variety of sources to attempt collection of money paid from the crime victim's compensation fund.
- Responsible for tracking and reporting funds collected.
- As required, responsible for planning, organizing, and implementing annual conferences including managing the contracts associated with the conference.
- Advocates for rights and quality of care of individuals.

- Conducts internal investigations of abuse/neglect/rights violations as appropriate.
- Attends meetings with teams of individuals served as needed to protect rights and improve the quality of life.
- Participates with/ advises and provides direction regarding rights issues in all areas of the agency's business.
- Recruits, trains and supervises volunteers. Ensure that new volunteers attain standards of competence before doing unsupervised work for the project.
- Provides regular support and supervision sessions for volunteers.
- Organizes volunteer rotation of duties.
- Ensures that all volunteers are aware of and adhere to the confidentiality policies with their participation as a volunteer for the Crime Victims Unit.
- Maintains information and resource materials.
- Works with law enforcement, service providers and any other professionals.
- Offers each survivor referred a visit with the project.
- Informs her of her rights and options. Give safety-planning advice and explain the effectiveness of criminal and civil sanctions available to her.
- Contacts and accompanies the survivor at regular intervals to ensure her safety.
- Offers support if the case proceeds through the criminal justice system.
- Accompanies the survivor to court and explain the court process.
- Acts as an advocate with other agencies.
- Maintains and updates accurate written and computer records of all cases and share a summary of this information with the Crime Victims Unit, ensuring that data protection regulations are followed.
- Refers to appropriate support services if:
  - A) The victim is male
  - B) The survivor requires a specialist service
- Responds within the bounds of confidentiality, to request from other agencies for consultations or facilitate direct contact between agencies and service users.
- Participates in multi-agency working parties and focus groups.
- Keeps up to date on research, policy development and other literature relevant to this project. Attend relevant conferences and seminars on behalf of the project.

- Undertakes all the necessary administration including the completion of time sheets and answering correspondence.
- Where requested, works with the Domestic Violence Coalition to conduct regular reviews of the project and compile ad-hoc reports if necessary.
- Continually educates individuals, staff, volunteers, and community members.
- Implements policy and procedures for protection of victim rights.
- Develops and/or maintains appropriate reporting systems.
- Reviews practices to maintain compliance with state and federal laws.
- As required, participates in development of policies, procedures, rules and law making.
- Prepares reports on the work of the Victim Coordinator and Liaison Grant (VCLG) projects for Office of the Texas Attorney General (OAG).
- Works with other workers, devise remittance and procedures for volunteer expenses and administer petty cash.
- Maintains accurate petty cash and payment records, providing receipts for all transactions.
- Coordinates/organizes/implements activities for National Crime Victims' Week and Domestic Violence Awareness Month.
- Maintains office and equipment.

### **3.0 Minimum Qualifications**

- 2 years experience in providing Crime Victims Services required.
- Valid Texas State Driver's License.
- A good driving record and valid insurance.
- Must be Bilingual.

### **4.0 Knowledge, Skills, and Abilities**

- Ability to travel when required for research, workshops, and training.
- Ability to work both individually as well as participate as a team player to coordinate projects.
- Ability to develop, write and implement strategic plans and ability to provide necessary documentation to support OAG grant requirements.
- Ability to read, interpret and apply laws, rules and regulations.

- Ability to plan, prioritize and coordinate multiple projects. Manage and prioritize projects effectively to meet deadlines.
- Ability to gather, analyze, and evaluates a variety of data.
- Speak before a group of people.
- Speak clearly, concisely and effectively; listen to, and understand, information and ideas as presented verbally.
- Possess sensitivity to the special needs of crime victims in the Hispanic, border, and rural areas communities.
- Good computer skills.
- The individual must be a self-starter and be able to demonstrate the ability to accomplish the goals and objectives of VCLG grant proposals, working independently and with minimal supervision.
- S/he must be willing to be flexible and feel comfortable working in a variety of professional and community settings.
- Maintain grant projects data and statistics. Submit required, including quarterly, reports.
- Continue education and updates on domestic violence issues and the concerns of the Hispanic community by attending project appropriate trainings, networking meetings, and conferences.
- Work with Webb County Sheriff's Office and the VCLG grant project stakeholders in increasing awareness in the affected communities.
- Assist in identifying natural community leaders in our affected communities and serve as mentor for newly identified VCLG volunteers.
- Assist in providing training to new VCLG volunteers and natural community leaders.
- Assess client need for various services. (legal, mental health, housing, social, medical, financial, etc...)
- Develop safety plans.
- Provides crisis assistance.
- Provide translation and transportation on an as-needed basis.
- Ability to do night time and weekend on call duties (from home).
- An ability to work in partnership with criminal justice system agencies and relevant statutory and voluntary groups.
- Strong crisis management skills and ability to cope in stressful situations.
- Broad knowledge of current law enforcement and legal practice in relation to domestic violence.
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- Other duties as assigned.

This job is a Full-Time position.

### **5.0 Physical Requirements**

Exert manual dexterity sufficient for keyboard and other office equipment operation.

Walking, standing, bending, carrying of light items such as papers, books, small parts, driving an automobile, etc. No special physical demands are required to perform the work.

### **6.0 Salary**

Commensurate with education, qualifications, & experience.