

Title: **Part-time Victim-Witness Advocate**
Union, Non-Exempt

Grade: 13

Scope of Responsibility

The Victim-Witness Advocate provides support services to the victim-witness services program through the Okanogan County Prosecutor's Office. The Victim-Witness Advocate contacts and counsels victims of crime, provides guidance to them by informing them about criminal justice proceedings, provides information about victim rights as prescribed by Washington State Law, and provides guidance and referrals as appropriate. Work is performed under the general direction of the Prosecuting Attorney and supervision of the Office Administrator.

Essential Duties and Responsibilities

This category reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in this position.

- Establish and maintain ongoing contact with and provide support services to victims and witnesses who may be experiencing differing levels of distress, anxiety, anger, possible hostility, and other emotions and responses as case develops and moves through the criminal justice process.
- Perform regular and timely data entry in JustWare Case Management Program to include: creating and/or updating name and case related records by entering detailed and accurate notes of conversations and contact with victims and witnesses; calendaring victim and witness interviews/meetings; and entering any other case or name specific information gleaned from investigative reports, criminal justice and victim services' personnel and/or agencies.
- Provide support services to prosecutor staff by scheduling, coordinating and participating in interviews with witnesses and/or victims as an advocate for victim rights.
- Coordinate court times for witnesses and/or victims during trials and other court hearings and keep witnesses and victims apprised of case proceedings including trials and hearing dates, continuances and cancellations, case settlements and dispositions/sentencings.
- Assist victims in filling out and returning restitution forms, verify accuracy and completeness of forms and validity of substantiating documentation for damages, injuries and/or loss.
- Assist victims in completing Crime Victim's Compensation claim forms.
- Provide emotional and informational support to victims and witnesses at court proceedings and interviews.
- Establish and maintain working relationships with community and social service agencies to which victims may be referred and with other agencies in the criminal justice system in order to provide victims with appropriate educational and preventative information and available resources.
- Consults with and provides insight and information to assigned attorneys regarding the status of victims and witnesses and expectations for court testimony.
- Maintain accurate and complete caseload records and files on all matters and activities for preparation of routine or specific statistical reports.
- Perform any other functions as directed by prosecutor.

Minimum Qualifications

- Requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by examples in the above job description and following knowledge, skills and abilities.
- High school diploma, GED or equivalent.

Preferred Qualifications

- Bachelor's degree in a human services field.
- One year of experience in mental health, education, social services, or criminal justice.
- Spanish bilingual

Special Requirements

- Individuals assigned to this classification work in the capacity of a confidential employee. Any breach of these terms and conditions of employment may result in immediate discipline, up to and including discharge.
- Must complete Victim-Witness Advocate core training within 6 months of hire and be willing to participate in continuing education, classes, seminars and conferences.

Knowledge, Skills and Abilities

Knowledge of:

- Judicial and criminal justice systems;
- Victim rights as defined by law;
- Community and social service systems and resources in the area;

Ability to:

- Effectively communicate verbally and in writing to a variety of groups and individuals from diverse backgrounds, lifestyles, socioeconomic circumstances, and ages;
- Articulate and represent victims and witnesses in an advocate role;
- Respond effectively in crisis and emergent situations and establish a trusting and supportive environment among staff and for victims;
- Read, interpret and apply work related laws, regulations and policies;
- Establish and maintain effective working relationships with individuals of the criminal justice system, community organizations, agency staff and associates, and the general public;
- Maintain all ethical and professional standards of the office under stressful conditions;
- Observe strict confidentiality regarding all information obtained in course of employment;
- Quickly learn and become efficient with the JustWare Case Management Software;
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner;
- Ability to work independently, using sound judgment and logic;
- Ability to learn and use new software programs as necessary.

Skilled in:

- Use of MS Office software to include: Word, Excel, Outlook, etc.;
- Interview techniques;
- Clear, effective written and oral communications;
- Recordkeeping techniques;
- Use of business English, grammar and spelling;
- Effective problem solving;
- Listening and communication techniques;
- Effective public relations; and
- Organizational skills

Working Conditions

Work Environment: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Victim-Witness Advocates work in an office and courtroom environment and may be subject to volatile and/or hostile environment on a daily basis. Stress associated with competing priorities and strict timelines is a job element, which must be successfully managed. Work is generally completed during the normal workday; however occasional attendance outside of the normal workday may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

Physical Requirements: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to manipulate keyboard, telephone, copier and other equipment used in the position is essential. Ability to effectively communicate through speech, vision and hearing are essential. Extended periods of sitting are required. The employee is frequently required to stand, walk, use hands and fingers to handle or feel, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Ability to travel away from regular work site may be required.

Acknowledgement

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload at the request of the Prosecuting Attorney or Office Administrator.