

**CITY OF FORT WAYNE JOB POSTING**

**Applicants and Employees must meet duties/essential functions and minimum requirements.**

Job Vacancy:	<b>Victim Advocate</b>	Department:	Victim Assistance
Requisition Number:	2023219		
Hours:	7:30 a.m. – 4:30 p.m., may vary	Rate of Pay:	\$24.7244 per hour
Date Posted Up:	6/29/2023	Date Posted Down:	Until Filled
Time Up:	1:00 p.m.	Time Down:	

**SUMMARY**

Working under the direction of the Director of Victim's Assistance, the incumbent provides crisis intervention, information and guidance and support for crime victims. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations. At all times, the incumbent maintains absolute confidentiality of all work-related matters, including victim records and all associated information.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

**Management & Operations**

- Engages in case management duties to effectively provide all necessary services and required follow up procedures.
  - Assists with related case functions such as restitution compensation, and proper return.
  - Communicates regularly with victim to update information.
- Completes all necessary documentation in a timely manner to maintain records and reduce liability.
  - Makes clear concise notes about each contact concerning case.
  - Maintains the confidentiality of client records.

**Information & Communication**

- Provides crisis counseling to victims of crime to alleviate trauma in order to help them return to normal functioning and prevent long-term distress.
  - Provides crisis intervention soon after crime occurs.
  - Addresses immediate needs.
  - Offers support and provides information about follow-up care.
- Contacts and interviews victims to evaluate needs and provide options and appropriate referrals so that those needs are met.
  - Calls victims when possible or sends appropriate letter when phone contact is not possible or victim does not respond to phone contact within 48 hours.
  - Assesses needs and provide appropriate referrals.
- Provides ongoing advocacy within the criminal justice system so that victims understand the processes, are fully informed, and are afforded their right to be heard.
  - Provides advocacy in the criminal justice system.
  - Informs victim of rights and facilitates their interaction with the system.
  - Informs victim of progress of case.
  - Attends court with victim or for victim as necessary.

- Provides ongoing emotional support throughout the criminal justice process to enable victims to continue to cooperate with police and prosecutors.
  - Makes referrals for ongoing support groups or counseling.
  - Provides support and reassurance.
- Responds on 24 hour on call as assigned to provide immediate crisis in order to alleviate immediate distress and provide for immediate needs.
  - Is on call on a weekly rotation 24-hour basis to provide crisis intervention, safety planning and/or referral to safe house for victims.
  - Goes to hospital, CAC, SATC or to crime scene as needed.
- Communicates effectively both orally and in writing.
  - Explains options available depending upon the circumstances surrounding each case.
  - Documents important events and omits non-important information.
- Trainer for No Contact Order Class
  - Classes are held on a weekly basis and rotate between two instructors

### **MARGINAL DUTIES**

- Develops and presents programs to educate the public on victim assistance.
  - After being assigned a topic, for a speaking engagement advocate will research and develop a format and take any handouts or other material to better implement the presentation.
- Transports victims when necessary.
- Assists victims in applying for compensation through the Violent Crime Fund.
- Performs other duties as assigned.

### **PERFORMANCE EXPECTATIONS**

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

### **EDUCATION and/or EXPERIENCE**

Any combination of work experience or academic pursuit equivalent to a Baccalaureate degree in Social Services, Criminal Justice, or related field.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **OTHER KNOWLEDGE, SKILLS and/or ABILITIES**

- Bilingual preferred
- Knowledge of criminal justice system; victim service agencies; community service agencies and their policies and procedures.

- Ability to accurately assess client needs.
- Ability to interview clients with sensitive personal situations.
- Ability to interact effectively with the public, and with social service and criminal justice personnel.
- Knowledge of crisis theory and victim applications.
- Ability to provide services under adverse, stressful circumstances.

### **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Indiana Driver's License.

### **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 sit and talk or hear. The employee frequently is required to stand; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to walk and taste or smell. The employee must occasionally lift and/or move up to 10 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 frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at [www.cityoffortwayne.org](http://www.cityoffortwayne.org) or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1<sup>st</sup> Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

### **Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.