



<b>DATE</b>	August 2023
<b>JOB CODE</b>	
<b>FLSA</b>	EXEMPT ADMINISTRATIVE
<b>EEO</b>	

JOB TITLE: Victim’s Advocate Program Manager  
 DEPARTMENT/DIVISION: Police  
 REPORTS TO: Police Criminal Investigations Division Commander

**SUMMARY:** Responsible for supervising and performing work related to the Victims’ Assistance Program. Duties include: serving as an advocate, supervising and training interns, providing on-call response, presenting emergency orders of protection and assisting with crime victims’ compensation, public education in matters of social assistance. Work is performed with general direction, working from broad goals and policies.

**ESSENTIAL JOB FUNCTIONS:**

- Supervises the day-to-day activities of the victim’s advocacy program, which includes planning, coordinating, administering, and evaluating programs, projects, processes, procedures, and standards; ensures compliance with Federal, State, and Local laws, regulations, codes, and/or standards.
- Manages a caseload and provides advocacy assigned clients, which includes: receiving and documenting cases; disseminating information and referrals to community resources for counseling, medical care, legal assistance, emergency funding, and/or other applicable resources; documenting services rendered, including crisis intervention, safety planning, emergency advocacy, and other related services; and/or, performing other related activities.
- Provides victim advocacy training to department personnel.
- Prepares for and responds to emergency on-call situations, which includes: training interns for on-call response situations; preparing schedules for on-call staff; performing crisis intervention at emergency situations at crime scenes, hospitals, or at the Police station; disseminating information and referrals; locating shelters for victims; and/or, performing other related activities.
- Prepares a variety of curriculum and printed materials for the facilitation of the victim advocacy program, including training materials, forms, booklets, and manuals.
- Collaborates with Child Protective Services for services, including the report of child abuse, providing information and assistance, and participating in applicable teams.
- Advocates for emergency orders of protection at Magistrate hearings. Coordinates the distribution of paperwork to applicable parties and assists victims in seeking longer-term orders through the District Attorney. Forwards applicable paperwork to appropriate internal departments for processing and maintenance.
- Assists victims in applying for compensatory funding to pay for medical costs, moving expenses, counseling, lost wages, loss of support for victims’ children, funeral bills, and/or other related items. Monitors the progress of claims and intervenes when the

process is delayed or denied. Compiles statistical data on the number of times assistance is provided in filing and managing compensatory applications and claims.

- Provides a variety of miscellaneous services to victims, which may include: escorting victims to court hearings and trials; explaining the criminal justice process; facilitating the completion of reports by victims; assisting officers with victims too traumatized to make a statement; consulting on difficult or unusual cases; serving as a liaison with CPS and shelters; and/or, performing other related activities.
- Assists with identifying critical incident stress management services to officers, Firefighters, and others who have experienced a critical incident. Coordinates and facilitates debriefings and defusings for internal staff and with other external agencies.
- Supervises available Victim Advocate intern staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Processes and manages all U-Visa requests for the department. This includes preparing each request for review by the Commander of Criminal Investigation Division and informing each petitioner and/or immigration attorney of their eligibility.
- Attends quarterly meeting for each county's Sexual Assault Response Team (SART) and informs the department of any updates in policy and procedure regarding victim rights and access to community services for sexual assault victims.
- Performs other duties as assigned.

#### **SUPERVISORY/BUDGET RESPONSIBILITIES:**

- Supervisory responsibility over program volunteers and interns.
- Maintains emergency funding provided by the Carrollton Police Academy Alumni Association.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of Protective Orders and Emergency Orders of Protection;
- Knowledge of social work practices;
- Knowledge of ethical work practices;
- Knowledge of victim's rights and advocacy techniques;
- Knowledge of caseload management principles and practices;
- Skilled in providing crisis intervention;
- Skilled in managing and administering grants;
- Skilled in managing contracts;
- Skilled in showing empathy;
- Skilled in developing and facilitating training sessions;
- Skilled in managing a caseload;
- Skilled in preparing a variety of business correspondence and documentation;
- Skilled in reading, interpreting, applying, and explaining laws, rules, regulations, policies, and procedures;
- Skilled in preparing clear and concise reports;

- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines;
- Skilled in maintaining sensitive and confidential information;
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

**MINIMUM QUALIFICATIONS:**

- Master's Degree in Counseling or Social Services from an accredited college or university.
- Two years of increasingly responsible experience in victim assistance programs or related social service programs.
- Requires Professional Counselor License or Master Social Worker License.
- Valid Class C Drivers License

**PREFERENCES:**

- Ability to speak, read and understand Spanish.

**WORKING CONDITIONS:**

- Frequent sitting, standing, walking, talking, seeing, hearing, and typing.
- Work is typically performed in a standard office environment.
- Exposure to criminal suspects and prison inmates.
- Operates general office equipment including computer, MS Office Suite and Report Management System software, phones, copy machine, etc.
- Ability to be on call back status after regular business hours (in order to respond to request from Patrol Officers for the purposes of crisis intervention or victim counseling).
- Work under stressful circumstances and use of good judgment in assessing victim's needs.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.
- Must pass a psychiatric evaluation.
- Must pass polygraph testing.