

POSITION TITLE: OFFICE MANAGER / VICTIM ADVOCATE

GENERAL PUPOSE

Position is responsible for performing and coordinating services for victims of crime and managing the administrative functions of the Police Department. Responsibilities include providing crisis intervention, support, and assistance to victims of traumatic crimes and their families; administering payroll and accounts payable for the department, coordinating and supervising volunteers, and performing administrative work for the Police Department.

SUPERVISION RECEIVED

Employee works under the general direction of the Police Chief, planning and performing work in accordance with applicable laws, regulations, standard practices and previous training, with substantial responsibility and discretion in determining work priorities.

SUPERVISION EXERCISED

Employee does not exercise any supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Incumbent is expected to solve through experienced judgment most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed through periodic meetings with the supervisor. Employee has access to confidential personnel files, criminal investigations and records of the department. Employee may be contacted at home to respond to important situations.

Employee has access to some confidential information pertaining to client records.

As Victim Advocate, identifies victims needs and refers them to appropriate service agencies/providers; and ensures victim's legal rights are protected.

Responds to crimes including homicides, kidnapping, assault and battery with intent to kill, criminal domestic violence, sexual assault, armed robbery, child or elder abuse, and critical incidents such as home fires; provides crisis intervention and support as appropriate.

Provides information and referral to support services available through other victim assistance related programs; provides assistance in placement in shelters and safe houses; refers victims to crisis counseling in cases of physical, social, or psychological injuries or anxieties; provides support to victims.

Advises victims of case status and progress, maintains contact with and provides support to victims and/or family members throughout the criminal justice process, as needed.

Explains purpose, procedures, and policies; assists in completion of forms or other required documentation; assists in investigating cases in which victim has applied for compensation.

Provides composite services to crime victims.

Prepares, reviews, types, files, and/or distributes records and reports, including victim sheets, client files, intake sheets, logs, correspondence, victim impact statements, statement loss, victim compensation applications, monthly reports, annual budget reports, medical records, monthly ledger sheets, and other documents.

Develops and presents educational programs concerning victims rights, adult and child victimization, and methods to reduce the risk of victimization.

Identifies needs of the program and takes necessary steps to ensure a continuous improvement in the quality of services provided.

Coordinates interagency meetings with other victim advocates, service providers and assistance groups to discuss victims' rights, needs, and available services; coordinates interagency conferences and training workshops for law enforcement personnel.

Monitors law enforcement response to calls for service to regulate compliance with victims' rights statutes; develops programs, policies, and procedures for Police Department personnel to improve overall response to crime victims; trains Police Department personnel and volunteers to assist in the advocacy program; ensures that there is a trained advocate on-call during times when primary victim advocate is out of service.

Screens and coordinates pre-trial intervention recommendation requests with victims, arresting officers, and the evidence custodian.

Reviews parole hearing notifications and coordinates response with the Police Chief.

Serves on board and committees on the local, State, and national level to enhance the victim service program.

Increases community awareness of the victim assistance program through publications and workshops.

As Office Manager, administers department finances; processes invoices, vouchers for payment, and purchase orders; maintains files on vendor accounts; maintains purchase order logs; audits department expenditures; maintains department's petty cash fund; maintains MPD Community Fund Account; and assists with budget preparations.

Prepares and enters department payroll computations; maintains specific work logs for employees such as compensatory time off balances and NPE logs.

Assist employees with human resources related questions and problems in conjunction with Human Resources Coordinator.

Maintains information center.

Prepares reports and correspondence as required, including weekly department synopsis.

Provides customer service, handles the more difficult, questionable, and/or unclear customer service situations.

Assists city hall accounts payable clerk with alarm administration; assists Judicial Department and Information Specialist personnel with functions as needed.

Performs all other duties as may be assigned to meet organizational needs.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A candidate for this position should have a Bachelor's Degree in Criminal Justice, Psychology, Social Work, or Paralegal field; one to three (1-3) years of experience in victim services or social services in program development and administration; or any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

A candidate for this position should have knowledge of:

- Federal, state, county, and city laws and ordinances pertaining to victims rights
- Community programs and crisis intervention tool available to aid victims as needed
- Police operations and administrative functions
- Human services practices and procedures
- modern office practices, methods, and techniques.

Skill in:

- Computer operations and programs
- Accounting programs for payroll completion and accounts payable functions
- Conflict resolution

And ability to:

- Intervene in a crisis situation using tact, discretion, compassion, and good judgment
- Maintain detailed and confidential records and to prepare reports from the same
- Prepare correspondence and basic reports
- Develop constructive working relationships
- Communicate appropriately and effectively with all employees, officials and general public
- Screen telephone calls and to manage phone callers effectively
- Advise, instruct, and train volunteers

SPECIAL REQUIREMENTS

A candidate for this position should complete a Victim Assistance Basic Training Course within six to twelve (6-12) months of hire, and a valid South Carolina Driver's License.

TOOLS AND EQUIPMENT USED

Personal computer including word processing software; copy machine; fax machine; charts; reference books.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described are representative of activities required and work environment encountered while performing the essential functions of this job. Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions.

Employee works in a moderately loud office setting and is required to talk, listen/hear, and use hands more than 2/3rd of the time; sit and reach with arms and hands up to 2/3rd of the time; and stand and walk up to 1/3rd of the time. Employee occasionally lifts up to 30lbs., and seldom lifts up to 60 pounds. Normal vision is required for the position. Equipment used includes an automobile, office machines, computers, pager, and cellular phone. Employee is occasionally exposed to biohazards and traumatic or hostile situations.

Position requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Work is performed according to state laws and municipal policies and procedures that may be complex or conflicting, at times. Employee uses judgment to analyze specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision-making. Assignments typically involve inspecting, testing, or evaluating compliance with established standards or criteria; and/or gathering, analyzing and evaluating facts or data using specialized fact-finding techniques.

Errors can result in delay or loss of service, monetary loss, and legal repercussions.

The position has frequent contact with crime victims, support groups, and various organizations to refer victims to appropriate service agencies/providers, and to advocate for victims. Other contacts are with city hall personnel, vendors, and judicial department personnel to perform administrative functions. Contacts are usually made by phone, in person, in writing, and email.