Fulton County, Georgia
Classification Specification

VICTIM/WITNESS ADVOCATE (480025)

Purpose of Classification:

The purpose of this classification is to provide advocacy and crisis intervention services to crime victims, their families, and witnesses through the Victim/Witness Advocacy Program of the District Attorney’s Office. Work involves providing compassionate care, support, information, assistance, and referrals to crime victims and their families. The Victim/Witness Advocate is distinguished from Victim/Witness Counselor in that the former primarily provides advocacy and crisis intervention services, whereas the latter performs advocacy work with greater independence and provides direct victim/witness counseling.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides crisis intervention services to crime victims and their families: assist victims in recovering from the physical, emotional, and financial impact of crimes; evaluates and determines needs of victims and families; and provides resources, referrals, and assistance with victim’s compensation, burial assistance, housing/relocation, clothing, food, transportation, medical services, counseling, mentoring, or other appropriate services.

Provides support and assistance to victims, witnesses, and families during the criminal justice process: responds to inquiries and requests; explains the Victim Bill of Rights and judicial processes; provides language translation and interpretation; and assists with victim compensation claims and victim impact statements.

Notifies victims and witnesses of any status changes in case proceedings, such as court dates, bond, pleas, release from jail or prison, parole, case status and outcomes, and other pertinent information; uses phone, email, written correspondence, and in-person meetings to make contact and follow-up with victims/witnesses.

Accompanies victims, witnesses, and families to court hearings, trials, and attorney interviews to provide support and guidance.

Communicates with Assistant District Attorneys, Investigators, other Victim/Witness Advocates or Counselors, judges, courtroom personnel, service providers, volunteers, interns, the public, and other individuals as needed to coordinate work activities and resolve problems; discuss cases; advocate and communicate on behalf of victim’s rights, needs, and concerns; or provide victim/witness advocacy training and guidance.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives and reviews various documentation, including crime scene photographs, restitution paperwork, and victim impact statements; reviews, completes, processes, forwards or retains as appropriate; prepares or completes various forms, reports, correspondence, and other documentation, including victim’s compensation packet, pardon and parole board packet, Pro-Dialog records, and advocacy reports; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.
Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment and supplies as necessary to complete essential functions.

**Additional Functions:**

Performs other related duties as required.

**Minimum Qualifications:**

Bachelors degree in social work, criminal justice, or a related field required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. This classification is considered to be an entry-level professional position, however previous work experience is preferred

**Specific License or Certification Required:** Must possess and maintain a valid Georgia driver’s license.

**Specific Knowledge, Skills, or Abilities:** Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all county or departmental policies, practices, and procedures necessary to function effectively in the position. Requires knowledge of judicial processes and court procedures. Requires knowledge of crisis intervention practices.

**Performance Aptitudes:**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.
ADA Compliance:

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*Fulton County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*