



Fulton County, Georgia **Classification Specification**

VICTIM/WITNESS ADVOCATE, SUPERVISOR (480031)

Purpose of Classification:

The purpose of this classification is to manage the Victim/Witness Advocacy Program of the District Attorney's Office to assist victims in recovering from the physical, emotional, and financial impact of crimes. Work involves leading and directing staff, administering program services, counseling, advocacy, crisis intervention services, and forensic interviewing and analysis. Victim/Witness Advocate, Supervisor is distinguished within the series by responsibility for managing the entire Victim/Witness Advocacy Program.

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.

Supervises, directs, and evaluates assigned staff; develops and oversees employee work schedules to ensure adequate coverage and control; compiles and reviews timesheets; approves/processes employee concerns and problems and counsels or disciplines as appropriate; assists with or completes employee performance appraisals; directs work; acts as a liaison between employees and management; interviews applicants; and trains and audits staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work; prioritizes and schedules work activities in order to meet objectives; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and develops or revises procedure manuals.

Develops and administers a comprehensive Victim/Witness Assistance Program: develops, implements, evaluates, and ensures compliance with program goals, policies, procedures, and services; oversees and manages program activities and operations; resolves complaints; administers program grants; solicits and develops community partnerships to benefit victims and witnesses; and secures Memorandums of Understanding from community agencies and organizations.

Oversees and provides advanced crisis counseling and intervention services for community crisis response, multi-victim crimes, crimes in which a victim's safety has been compromised, or other complex cases: coordinates on-site counseling and crisis response; creates emergency relocation protocols and action plans; 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.

Oversees and provides support to Assistant District Attorneys in cases involving child victims or victims of significant trauma: reviews and interprets case files, psychological reports, and medical reports; interviews victims using forensic and age-appropriate inquiry techniques; and provides consultation, professional opinions, and written reports to attorneys.

Oversees and provides counseling and emotional support to crime victims and their families: provides clinical supervision to staff; helps victims process feelings about their cases; helps victims/witnesses manage anxiety related to testifying in court; and facilitates or co-facilitates support groups.

Oversees and 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; notifies victims and witnesses of any status changes in case proceedings; accompanies victims, witnesses, and families to court hearings, trials, and attorney interviews; and assists with victim compensation claims and victim impact statements.

Provides comprehensive training, education, and guidance regarding victim/witness programs, crisis intervention, and victim/witness counseling; researches best practices; develops and conducts training and orientations for staff, volunteers, and interns; and advises and educates law enforcement, attorneys, Complaint Room staff, Juvenile Court staff, community groups, or others regarding programs, cases or victims.

Serves on various community agencies, boards, committees, or other special assignments.

Communicates and collaborates 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; and advocate on behalf of victim's rights, needs, and concerns.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives and reviews various documentation, including 918 Supplement B forms, 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 grant reports, victim's compensation annual reports, 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:

Masters degree in social work, psychology, criminal justice, or a related field required; supplemented by three years of experience in victim advocacy, crisis intervention, counseling, or social work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license. Must possess a license issued by the State of Georgia as a Professional Counselor, Marriage and Family Therapist, or Social Worker.

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 and counseling practices.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provide specialized or professional level counseling and medical treatment to others that typically requires certification and/or a bachelor's degree in a specific field.

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, advisory and/or design 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: Performance of essential functions may require exposure to adverse environmental conditions, such as violence or rude/irate customers.

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.