



Job Title:	Victim Advocate	Department/Loc:	Law Enforcement
FLSA Classification:	Non-Exempt	Date Drafted:	April, 2019; Updated Nov, 2024
Reports To:	Lieutenant- Investigations		

Position Summary

Under limited supervision, performs a variety of administrative duties in coordinating the activities of the Victim Assistance Program by keeping the victims of crimes informed of the status of their cases from the point of the initial investigation through final disposition in court. Work involves making contact with victims, preparing reports, maintaining files, and coordinating the exchange of information relating to cases between the Police department, municipal court, Solicitor’s Office, detention center, and circuit court. In addition, there may need a need to escort a victim to and from court on special cases. The Victims Advocate will also oversee the Senior Contact Care Program at the Forest Acres Police Department.

Position Responsibilities- Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Provides victims with information on the criminal justice system, the status of their case, and the telephone numbers and addresses of local counseling services.
- Assists victims in completing impact statements, applying for victim’s compensation, seeking orders of protection and restraining orders, and preparing for court testimony.
- Develops training programs to inform the community and Police Department of the types of programs and services offered through the victim’s assistance program.
- Reviews incident reports and arrest reports to keep up-to-date records on victims of crime who request assistance and the names of persons arrested for committing the crimes.
- Contacts victims in person, by mail, or by telephone in order to inform them of all changes in the status of their case.
- Accompanies victims to court; makes presentations to the court on the behalf of the victims when requested to do so.
- Compiles and prepares various internal report forms relating to the services provided to victims.
- Performs computer operations including data entry, proofreading data entry, and printing reports.
- Assists the Municipal Clerk in assuring that the victims have been notified of court hearings scheduled for the person(s) charged in their case.
- Prepares and submits all reports required by SLED.
- Prepares and submits all monthly statistical reports for City Council.
- Serves as the Terminal Agency Coordinator to ensure adherence to NCIC and SLED CJIS procedures and policies.
- Receives and/or reviews various records and reports such as incident reports, warrants, victim forms, emails, and statements.
- Prepares and/or processes various records and reports such as victim right forms, case files, restraining order and order of protection petitions, statements, and SLED submissions.
- Refers to law book, websites, emails, computer manuals, publications, policy and procedure manuals, codes / regulations, reference texts, etc.

Position Responsibilities- Non-Essential/Other

- Other duties as assigned

Essential Skills and Experience

- High School Diploma
- Three to four years' experience working with crime victims, human services position, or closely related field; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.
- Must have successfully completed required courses and certification; may be required to possess additional certification(s) as deemed necessary by the City.
- Is capable of working under stressful conditions as required.
- Has knowledge of how to react calmly and quickly in emergency situations.
- Must possess a valid South Carolina driver's license.
- Ability to perform multiple tasks simultaneously
- Ability to effectively meet and deal with the public
- Ability to communicate effectively verbally and in writing

Beneficial Skills and Experience

- Bachelor's degree in sociology or a related field of study
- Licensed Clinical Social Worker
- Spanish language skills

Mental & Physical Demands- ADA Guidelines

Physical Demands

• Sit	Constantly	• Reach Above Shoulder	Occasionally
• Walk	Frequently	• Climb	Occasionally
• Stand	Frequently	• Crawl	Occasionally
• Handling	Frequently	• Squat or Kneel	Occasionally
• Reach Outward	Occasionally	• Bend	Occasionally

Lifting Requirements

• 10 pounds or less	Frequently	• 51-100 pounds	N/A
• 11-20 pounds	Occasionally	• >100 pounds	N/A
• 21-50 pounds	Occasionally		

Pushing and Pulling Requirements

• 12 pounds or less	Occasionally	• 41 to 100 pounds	N/A
• 13 to 25 pounds	Occasionally	• > than 100 pounds	N/A
• 26 to 40 pounds	Occasionally		

Definitions

• N/A	Not Applicable	Activity is not applicable to this occupation
• O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
• F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
• C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)



ENVIRONMENTAL HAZARDS:

Individual may occasionally be in high-risk conditions

This job often requires the individual to be outside. May deal with heat, cold, rain, humidity, etc.

SENSORY REQUIREMENTS:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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