

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE VICTIM WITNESS ADVOCATE
DEPARTMENT: LEGAL DEPARTMENT
REPORTS TO: CITY PROSECUTOR

DATE: 07/18

JOB SUMMARY:

The Administrative Victim Witness Advocate (AVWA) is responsible for assisting victims and witnesses of crime through the Criminal Justice System. This position reports directly to the Concord City Prosecutor and works directly with the attorneys and staff in that office to ensure that the needs of victims and witnesses are met. The AVWA will also administratively assist attorneys and other staff in the office, in many areas to include the following duties: type letters and legal documents, organize and control legal and administrative files, prepare and distribute court calendars, and perform other clerical and administrative duties to ensure the efficient operation of the department. In addition, AVWAs are responsible for: managing confidential material, maintaining the victim/witness database, generating subpoenas and in general assisting the prosecutors in the criminal justice arena.

ESSENTIAL JOB FUNCTIONS:

Manages phone calls and correspondence to and from victims and witnesses and any scheduling required to assist in cases.

Manage the victim/witness database.

Attend specialized training focused on working with victims of crimes

Organizes/creates/maintains legal files and filing system.

Schedule appointments, court appearances, meetings or reservations as requested or needed by staff/attorneys.

Assists victims/witnesses in understanding the criminal justice process and the prosecutorial procedures.

Reviews police reports and/or complaints.

Communicates with attorneys both in the office and other attorneys outside the office at the direction of a prosecutor.

Communicates with courts and other record repositories as needed to assist in prosecution.

Processes incoming and outgoing mail.

Generates victim and witness subpoenas and arranges for service of subpoenas.

Reviews files and ensures that all pertinent material has been requested, received and if needed redacted.

Assists in the discovery process.

Composes/types correspondence under general direction of the prosecutors or on own initiative as necessary to assist in the criminal justice and prosecution process.

Interacts with and corresponds with various law enforcement agencies.

Answers phones, takes messages, directs and screens calls and provides relevant information to callers.

Maintains police officer vacation log and cross references it with the court schedule.

Prepares payroll.

Orders office supplies.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer

General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High School diploma or GED and one year of experience in a victim advocate position with two years of progressively responsible experience, preferably in a criminal justice or social work related environment;
or

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

Licenses and Certifications:

Valid Motor Vehicle Operator's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures related to the area of assignment.

Criminal justice system, including police, probation and prosecution structures.

Office administrative practices and procedures, such as business letter writing and the operation of standard office equipment.

Record keeping, report preparation, filing methods, and records management techniques.

Technical terminology appropriate to the area of assignment, such as legal or financial terminology.

Modern office methods, procedures, equipment, and standard clerical techniques.

Techniques of effective time management.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Standard business mathematics.

Skill in:

Typing and operation of computer keyboard in order to enter and retrieve data.

Communicating clearly and effectively, orally and in writing.

Accurately proofreading copy with accompanying knowledge of grammar, punctuation, and spelling.

Ability to remain open-minded and communicate empathetically.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Mental and Physical Abilities to:

Speak with a clear, well-modulated voice.

Work under pressure, sometimes in stressful situations and meet deadlines.

Think clearly and logically.

Maintain a high degree of accuracy.

Maintain a high degree of confidentiality.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, stooping, bending, crouching, or walking.

Occasionally lift light objects.

Occasionally climb ladders.

Working Conditions:

Work is performed primarily in an office or court room.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.