

8/2015

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: VICTIM ADVOCATE  
DEPARTMENT: LEGAL DEPARTMENT  
REPORTS TO: CITY PROSECUTOR**

**JOB SUMMARY:**

The Victim Witness Advocate is responsible to assist victims 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 victim witness advocate will also 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. Responsible for managing confidential material

**ESSENTIAL JOB FUNCTIONS:**

- Explains the criminal justice process and prosecution procedures providing information to victims with regard to testimony at trial
- Schedules appointments, court appearances, meetings, or reservations at the request of staff.
- Types letters, memos, charts, reports, or other correspondence, including confidential material.
- Manages victim/witness phone calls
- Communicates closely with attorneys (defense and prosecution), courts, and record repositories to obtain and provide information.
- Organizes, creates, and maintains legal files and filing system; updates computer database.
- Generates subpoenas and mails them or arranges for them to be served.
- Composes correspondence under general direction or on own initiative to expedite the processing and completion of work
- Responds to inquiries and resolves problems.
- Processes incoming and outgoing mail
- Develops and maintains database management system for the purpose of tracking and retrieving data for statistical reports/information and updating records.
- Interacts with staff from other departments, elected officials, and the general public in person or by telephone in order to respond to inquiries, receive complaints, and resolve problems.
- Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS REQUIRED:**

- Education and Experience:
- High School diploma or GED; and,
- One year of experience in a victim advocate position
- 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.
- 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, business letter writing and standard clerical techniques.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic.

### 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.
- Performs duties while sitting at a desk or table or while intermittently sitting, standing, stooping, bending, crouching, or walking.
- Occasionally lift light objects.
- Climb ladders.
- Use tools or equipment requiring a high degree of dexterity.

**Working Conditions:**

The work is performed in an office and court room.