



## VICTIM ADVOCATE MANAGER

DEPARTMENT: POLICE

Grade 19

### CHARACTERISTICS OF THE CLASS

Under supervision of a sergeant, oversees and supervises all Victim Advocate Unit operations. Performs specialized work assisting victims of crime through interviewing actions and facilitating the use of community services on the victim's behalf.

### EXAMPLES OF ESSENTIAL FUNCTIONS

1. Assists the officer-in-charge of a crime scene, by providing 24-hour crisis intervention counseling for victims of crime.
2. Conducts intake and needs assessment interviews with victims of crimes.
3. Assists victims in areas of need, such as clothing, housing, employment and counseling through the employee's knowledge of community resources.
4. Establishes and maintains private resources, such as religious and social organizations for the welfare of referred clients.
5. Provides assistance such as, orientation to procedures, transportation and moral support, to victims involved in court proceedings.
6. Advises victims of eligibility requirements for compensation under the State of Florida's Crime Compensation Act; provides appropriate forms and assistance in completing applications.
7. Makes public appearances to promote victim advocate services and to broaden the crime prevention message.
8. Directs work assignments of unit personnel.
9. Prepares detailed budget recommendations, projecting unit specific equipment, software, hardware, and training needs.
10. Reviews the schedules of unit employees and posts time off; ensures adequate unit coverage; maintains/updates the call-out list and rotation; posts time off.
11. Provides coverage on call-out to cover employee absences/unavailability. Responds to call-out on an "as needed" basis.
12. Conducts employee performance reviews and evaluations.
13. Provides Staff with updates, presentations, and related relevant information on an as needed/as requested basis.

14. Attends regional meetings and networks with other agencies to share information and represent the agency.
15. Prepares and presents detailed reports for agency use (e.g. Administration Bureau meetings, annual accomplishments).

**NOTE:**

The examples of essential functions are listed in this classification specifications are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

**REQUIREMENTS**

**A. Training and Experience**

Bachelor's Degree in psychology, sociology, social work or a closely related field from an accredited college or university; five years of experience in family counseling or crisis intervention, or a closely related field, which include the use of supportive community services organizations/programs required.

**Or:**

Bachelor's Degree from an accredited college or university and five years of experience in victims' advocacy, or a closely related field, with progressive responsibility regarding unit functions.

**B. Knowledge, Abilities and Skills**

Knowledge of principles and practices of counseling and interviewing techniques and their applications to victims of crime.

Knowledge of the criminal justice systems policies and procedures regarding victims of crime.

Ability to establish rapport, and effectively counsel and assist crime victims and their families, sometimes under adverse conditions.

Ability to analyze complex situations and to act calmly and quickly in emergency situations.

Considerable knowledge of community resources related to various aspects of social welfare; including housing, food programs, religious organization, employment rehabilitation, counseling and financial assistance.

Ability to speak effectively before public meetings, clubs, and organizations, and to express ideas effectively both orally and in writing.

### **C. LICENSES, CERTIFICATIONS OR REGISTRATIONS**

Victim Services Practitioner Designation from the office of the Attorney General,  
Basic and advanced Assisting Individuals in Crisis training,  
Group Crisis Intervention from the International Critical Incident Stress foundation,  
Basic Crisis Response Team training from the National Organization for Victim Assistance,  
Basic Hostage Negotiations from an accredited FDLE center for instruction (e.g. Broward IPS), or  
certification in these within 24 months of employment.

**D. Physical Requirements: 1**

**E. Environmental Requirements: 1**

**F. Sensory Requirements: 8, 9**

**Revised 10/2021**