



## City of North Charleston Vacancy Notice

**Position:** Victim Advocate-Bilingual  
**Department:** Police  
**Pay Grade:** 108 (\$45,207 - \$68,995)

### GENERAL STATEMENT OF POSITION

Under occasional supervision, the bilingual (Spanish/English) advocate provides crime victims with services designed to minimize the psychological and economical effects of victimization; educates law enforcement officers and citizens about crime victimization and other crime-related issues. Assists in coordinating program efforts with law enforcement, court social service and community agencies and personnel as necessary. Performs related clerical and administrative work as required. \*Full job description attached.

### MINIMUM TRAINING, EDUCATION and/or EXPERIENCE:

Requires a Bachelor's degree in social work, sociology, psychology, criminal justice or other relevant field supplemented by two to three years of experience in the human services field, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must have successfully completed the required coursework through the S.C. Victim Assistance Training Academy within one year of employment. Must be fluent in Spanish and English, verbal and written form

Posted: 08/15/2024

Deadline: Until Filled

Finisha I Bennett, SHRM-SCP, MA, MJ  
Deputy Director – Human Resources

# City of North Charleston

South Carolina

*An Equal Opportunity Employer*

<b>Job Title:</b>	<b>VICTIM ADVOCATE - BILINGUAL</b>	<b>Job Code:</b>	778
<b>Core Comp Group</b>	<b>ADMINISTRATIVE</b>	<b>FLSA:</b>	<b>NON-EXEMPT</b>
<b>Pay Grade:</b>	108		
<b>Effective Date</b>	08/21/2020	<b>Revision A: Risk</b>	D.Henderson 08/12/24
<b>Revision B:</b>		<b>Revision C:</b>	
<b>FOR DEPARTMENTAL/OFFICE USE ONLY</b>			
<b>Dept.</b>	Police	<b>Dept. #</b>	510
<b>Location:</b>	City Hall Building	<b>EM Status:</b>	
<b>Reports To:</b>	Victim Advocate, Senior		

### Summary Objective

Under occasional supervision, the bilingual (Spanish/English) advocate provides crime victims with services designed to minimize the psychological and economical effects of victimization; educates law enforcement officers and citizens about crime victimization and other crime-related issues. Assists in coordinating program efforts with law enforcement, court social service and community agencies and personnel as necessary. Performs related clerical and administrative work as required.

### Essential Functions

**The essential functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.**

- Contacts crime victims by telephone, letter or in person to make them aware of the assistance and services available to them.
- Responds to crime scenes as necessary to identify and provide assistance to crime victims.
- Informs crime victims of their legal rights and ensures their rights are protected; assists victims in completing victim impact statements.
- Provides crisis counseling and emergency intervention to victims of crime.
- Provides emotional and moral support to victims of crimes; refers victims to other agencies in cases of physical, social and/or psychological injuries or anxieties.
- Serves as liaison between the victim, law enforcement officers, investigators, court personnel and other government and community organizations.
- Keeps victims informed of bond hearings, jail releases, court hearings, etc.; provides courtroom orientation to victims and accompanies victims in court when support is requested.
- Assists in preparing victims and witnesses for court testimony.
- Attends pre-trial meetings, bond / parole hearings and trials, and provides testimony on behalf of victims as necessary.
- Assists victims in filing applications to the victim compensation fund through the Governor's Office Division of Victims' Assistance for the purpose of obtaining financial help with medical expenses, lost wages, counseling expenses, funeral expenses, etc.
- Assists victims in obtaining orders of protection and restraining orders as necessary.
- Assists victims in obtaining money for food, rent, utilities, etc., as necessary; transports victims to court or to other locations as appropriate.
- Provides follow-up services to victims of crimes and their families.
- Educates law enforcement officers and citizens about crime victimization and other crime-related issues; coordinates and conducts related training.

- Plans and gives presentations to community and civic groups as requested to increase public awareness and support of the Victim Advocate Program.
- Assists in coordinating program activities with those of other social service and government agencies as appropriate to better serve victims and witnesses.
- Represents the department on various committees, task forces, etc., as appropriate.
- Assists in preparing and administering the annual program budget.
- Receives and responds to citizens' inquiries, concerns and complaints concerning program activities.
- Remains on call 24 hours per day, seven days per week, for emergency response.
- Attends training, workshops, seminars, conferences, etc., as appropriate to increase job knowledge and skills.
- May provide instruction and leadership of assigned volunteers and assist in training new Victim Advocates within the department and in other jurisdictions.
- Performs general administrative / clerical work as required, including entering and retrieving computer data, preparing reports and correspondence, copying and filing documents, sending and receiving faxes, attending meetings, answering the telephone, ordering supplies, etc.
- Receives and reviews various documents, which may include case folders, incident reports, orders of protection, investigative reports, statements, daily activity log, vehicle reports, etc.
- Prepares various documents, which may include daily activity reports, incident reports, arrest reports, case reports, investigative reports, budget documents, various other records, logs, reports, memos, correspondence, etc.
- Refers to policy and procedure manuals, computer manuals, laws, codes, statutes, directories, maps, etc.
- Operates various types of office equipment, machinery and tools in the performance of duties, such as a computer, typewriter, adding machine, audio-visual equipment, radio equipment, telephone.
- Uses clerical and computer supplies.
- Interacts and communicates with the immediate supervisor, other superior officers, co-workers, other City personnel, other law enforcement agencies, emergency response agencies, social service agencies, school officials, civic and community groups, attorneys, court personnel, witnesses, victims, and the general public.
- Assists in planning and setting up for special programs and events.
- May be required to work nights, weekends and holidays to meet the business needs of the City.
- May be designated to report to work during hazardous weather or emergency conditions.
- Performs related work as may be required.

### **Knowledge, Skills and Abilities**

- Knowledge of the methods, procedures and policies of the City and Department as they pertain to the performance of duties of the Victim Advocate.
- Knowledge of the functions and interrelationships of City and other governmental agencies.
- Knowledge of the structure, functions and inter-relationships of state and local law enforcement, court and social service departments and agencies.
- Knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position.
- Knowledge of the legal rights of crime victims, human service delivery systems, and methods of crisis counseling and intervention.
- Knowledge of the criminal justice system and related programs; is able to keep abreast of changing laws, ordinances and regulations affecting the operation of the Victim Advocate Program.
- Knowledge of courtroom / judicial procedures and processes.
- Ability to help plan and implement effective service and educational programs.
- Ability to provide crisis counseling and intervention in a timely and effective manner, and effectively represent crime victims through both law enforcement and court procedures, ensuring their rights are protected.
- Ability to give public presentations with confidence and professionalism.
- Ability to read and interpret legal documents, financial documents and other materials pertaining to the responsibilities of the job.
- Ability to prepare a variety of reports, correspondence and other documents using concise, persuasive language.

This class description does not constitute an employment agreement between the City of North Charleston and an employee and is subject to change as its needs change.

- Ability to make sound, educated decisions.
- Ability to learn and utilize new skills and information to improve job performance and efficiency.
- Knowledge of modern office practices and technology; has skill in the use of computers for word processing and records management.
- Ability to handle required mathematical calculations.
- Ability to compile, organize and utilize various financial information necessary in the preparation of program budgets; can monitor and maintain assigned budgets.
- Ability to read and interpret various materials pertaining to the responsibilities of the job.
- Ability to assemble and analyze information and make written reports and records in a concise, clear and effective manner.
- Knowledge of the terminology and various professional languages used within the department.
- Ability to work effectively despite potential exposure to violence.
- Knowledge of proper English usage, punctuation, spelling and grammar and paying attention to detail in preparing reports and correspondence. Ability to communicate effectively both verbally and in writing.
- Ability to complete assignments and be personally accountable for all equipment, computers, City vehicles and City property.
- Ability to be reliable in terms of attendance and punctuality.
- Ability to take initiative without the need of direct supervision; make sound judgement decisions in routine and non-routine work assignments and analyze problems or procedures and evaluating alternatives by selecting the best course of action.
- Ability to provide excellent customer service to all internal and external customers in the delivery of City services by following through on customer requests in a positive, courteous, timely, respectful and professional manner with the utmost integrity in the best interest of the public.
- Behave consistently regarding the City's expectations for ethical conduct and present self in a professional and positive manner and accept responsibility for actions. Makes decisions in the best interest of the City.
- Manages time and priorities effectively to achieve objectives.
- Ability to demonstrate knowledge of job and work cooperatively and effectively with customers, co-workers, and the public and establish positive working relationships by supporting the organizations decisions, goals and objectives.
- Ability to handle stressful situations and react calmly and quickly in emergency situations.

#### **Minimum Education and Experience Requirements**

Requires a Bachelor's degree in social work, sociology, psychology, criminal justice or other relevant field supplemented by two to three years of experience in the human services field, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must have successfully completed the required coursework through the S.C. Victim Assistance Training Academy within one year of employment. Must be fluent in Spanish and English; verbal and written form.

#### **Physical Demands**

*Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Must be physically able to operate different types of equipment and machinery including office equipment and tools, safety equipment, communications equipment, etc. Must be physically able to exert up to ten pounds of force occasionally and/or frequently to lift, carry, push, pull, or otherwise move objects. Physical demands are in excess of those of sedentary work. Work involves walking, standing, running, climbing, reaching, bending, stooping, kneeling, crawling, and jumping for varying periods of time. Must be able to lift or carry up to one hundred pounds.

#### **Unavoidable Hazards (Work Environment)**

*Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.*

Involves routine and frequent exposure to:

- Bright/dim light; dusts and pollen:

This class description does not constitute an employment agreement between the City of North Charleston and an employee and is subject to change as its needs change.

- Extreme heat and/or cold; wet or humid conditions
- Extreme noise levels; animals/wildlife;
- Vibration: Fumes and or noxious odors;
- Traffic; moving machinery.

### **Special Certifications and Licenses**

- Valid South Carolina Driver's License

### **Americans with Disabilities Act Compliance**

The City of North Charleston is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Standard Clauses**

This position may be required to be on call during emergency disasters and subject to 24-hour shifts or other emergency schedule that is necessary to meet the City's needs.

May be required to work nights, weekends and holidays to meet the business needs of the City.

This job description is not designed to cover or contain a comprehensive listing of essential functions and responsibilities that are required of an employee for this job. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

### **Essential Safety Functions**

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed, and employees are properly trained.