

ADVOCATE ASSISTANT

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Company: Arizona Official Website of State of Arizona

Location: United States

Category: other-general

Job Summary:

The Arizona Attorney General's Office Criminal Division/Office of Victim Services Section is seeking an Advocate Assistant. Under general or limited supervision, this position will perform casework and human service duties of moderate difficulty, such as: assisting with casework, direct victim services, assisting with data entry for monthly statistics reports, victims' rights notification letters, ensuring accurate case documentation of activities and services, and case management to include opening, reviewing, tracking, and closing files. This position will be responsible for responding to victim related incoming phone calls, e-mail and providing occasional coverage for advocates. In addition, this position will complete periodic assignments from the OVS Supervisory Advocate, Advocate Program Manager and the Director of OVS.

This position may be eligible for Remote Work up to two days a week based upon the department's business needs and continual meeting of expected performance measures.

Job Duties:

Answers calls and e-mail from non-AGO case victims in the community to provide assistance and assess needs. Responsibilities include providing services to constituents such as referrals to community agencies for assistance, referrals to law enforcement agencies and internal referrals.

Processes incoming Post-Conviction Notification Request forms and notices of federal

Petitions for Writ of Habeas Corpus and sends appropriate letters to victims providing mandated and non-mandated information and referrals.

Assists the OVS Advocates including: opening and closing files, case documentation, assisting with daily data entry for monthly statistical reports based on office activity and processes incoming forms and documents from victims, attorneys and courts.

Contacts AGO victims by phone or in writing; receives victims' calls and e-mail; assesses victims' needs and concerns; describes program services; explains victims' rights; refers victims for services available throughout community agencies; provides emotional support and empathetic listening; explains status and disposition of victim cases.

Examines and reviews documents, case records, incoming correspondence, memoranda, minute entries and evaluates appropriate actions to be taken, including dissemination of items, and conferring with advocates or supervisor for advice.

Participates in and contributes to advocate and staff meetings; completes work assignments and duties of other staff specialists in their absence.

Knowledge, Skills & Abilities (KSAs):

KNOWLEDGE

This position requires knowledge of the principles and practices of performing administrative functions of a responsible nature. This position requires the candidate to have knowledge of the criminal justice system process, specifically relating to prosecutions and post-conviction appeals. Basic knowledge of victims' rights laws, current state and federal laws, knowledge of basic trauma informed care, and local social service agencies are required in order to perform work satisfactorily for this position. It is also critical that any candidate for this position have knowledge of computers, Microsoft Office software and the ability to generate word processing documents. The knowledge to maintain an organized work environment and to plan, coordinate and prioritize work activities for self and others is expected of any candidate.

SKILLS

Skills that are required or expected to be learned through the training process of this

position include the ability to effectively interpret OVS and AGO policies, procedures, rules and regulations. Training regarding the principles and practices of case management and the effects of victimization, including the social, emotional, physical and financial will be provided, as these skills are critical to the work performance required of this position. This position should have the skills to learn and implement new computer software. It is expected that the candidate will develop and maintain effective working relationships with members of the justice communities and other employees within the AGO.

ABILITIES

The ideal candidate for this position will have exceptional organizational skills that will benefit them when working with interruptions, working against stringent deadlines and having to adapt to changing priorities. The ability to perform detailed work with a high degree of accuracy will rely heavily on the candidate's ability to write and communicate in an effective manner and their ability to edit and review materials for clarity and certainty. The ability to exercise good judgment in safeguarding sensitive and confidential information is critical to the services provided by the Office of Victim Services and the AGO. It is expected that any candidate in this position will utilize and stay current on word processing and database software and all software programs implemented within the AGO.

Selective Preference(s):

An Associates' Degree from an accredited college or university is preferred; experience working in the victim services or a related field; bilingual.

Pre-Employment Requirements:

- Travel is required for this position. A valid Arizona Driver's License is required, along with consent to have your driving record run periodically.
- All applicants under serious consideration for hire with the Attorney General's Office are required to be fingerprinted by the Office and complete a criminal background check through State and Federal agencies. A job offer cannot be tendered until the candidate has successfully passed the initial background check. Your record does not automatically constitute a bar to employment. Factors such as, but not limited to, age at time of offense and age of offense, as well as the relationship between the offense and the job for which you apply will be taken into account.

If this position requires driving or the use of a vehicle as an essential function of the job to conduct State business, then the following requirements apply:

All newly hired State employees are subject to and must successfully complete the Electronic Employment Eligibility Verification Program (E-Verify).

Benefits:

The Attorney General's Office offers a comprehensive benefits package to include:

Student Loan Assistance

Sick leave

Paid Parental Leave-Up to 12 weeks per year paid leave for newborn or newly-placed foster/adopted child (pilot program)

Vacation with 10 paid holidays per year

Health and dental insurance

Retirement plan

Life insurance and long-term disability insurance

Optional employee benefits include short-term disability insurance, deferred compensation plans, and supplemental life insurance

Learn more about the Paid Parental Leave pilot program . For a complete list of benefits provided by The State of Arizona, please visit our

Retirement:

- Positions in this classification participate in the Arizona State Retirement System (ASRS).
- Please note, enrollment eligibility will become effective after 27 weeks of employment.

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