

## VICTIM ADVOCATE

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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 is seeking a Victim Advocate. This position will:

Under general or limited supervision, this position will perform case management, human service and administrative duties of moderate difficulty, assisting victims through the complex investigations & prosecutions of the Attorney General's Office including: case management; providing quality trauma-informed crime victim services, including both mandated and non-mandated services, as cases progress through the criminal justice process; handling often high-profile and complex cases such as multi-victim white collar crimes, elder exploitation, and human sex trafficking, including victims' rights notification activities; assisting victims with restitution claims; and promotion of victims' interests and participation in the criminal justice progress. This position is responsible for monitoring an additional case load of restitution files to facilitate defendants' payment of restitution working with the probation department, the clerk of court and corrections. Implements program policies and procedures, operating manuals and protocols; reviews and documents case activity; and serves as a resource on victims' rights issues. Facilitates victim meetings; serves as a liaison between the victim and the investigator, prosecutor and community agencies statewide; provides crisis counseling (when necessary) and intervention and follow-up services to victims, such as referrals to community agencies for assistance, court orientation and escort, personal and legal advocacy; ensures complete and accurate case documentation of activities and services; transition services to the trial advocate as the prosecution progresses; assists in the selection, training and monitoring

of volunteer interns; provides coverage for other advocates; performs crisis response when applicable and requested; and completes periodic assignments from the Supervisory Advocate, Advocate Program Manager and the Director of OVS.

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

#### Job Duties:

Contact victims by phone or in writing to provide mandated victims' rights and advocacy services; receive victims' calls; assess victims' needs and concerns; describe program services; explain victims' rights, proceedings; accompany victims to court proceedings, interviews, etc.; refer victims for services available throughout community agencies; provide emotional support and empathetic listening; explain status and disposition of victim cases.

Case Management: Assist victims in compilation of restitution claims, including assisting with paperwork; assist with completion of victim impact statements; intervene on victims' behalf with employers, creditors and landlords; provide other forms of specialized assistance to victims.

Responsible for monitoring and advocating for compliance with court orders of restitution including quarterly compliance checks on all compliant cases and monthly compliance checks on all non-complaint cases, communications with the defendant's probation officer and maintaining relationship with the clerk of court. Duties also include ensuring that inmates in corrections custody have inmate banking properly set up and that a Criminal Restitution Order has been issued if a balance is remaining once the defendant's sentence has expired.

Examine and review documents, case records, incoming correspondence, memoranda and evaluate appropriate actions to be taken, including formulating responses and conferring with supervisor for advice. Confer with agents, attorneys and victim service experts in order to broaden knowledge, acquire specific information or obtain advice on victims' rights and victim assistance. Attend workshops and training sessions to improve working knowledge and skills.

Answers cold calls from members of the public. Responsibilities include providing services to constituents such as referrals to community agencies for assistance, referrals to law enforcement agencies and internal referrals. When called upon, will provide crisis response in conjunction with AGO requests.

Assist with training and educating volunteer/intern advocates who participate in the Office

of Victim Services volunteer intern program. Functions include recruiting and screening of applicants, training on the legal justice system, scheduling, accompany interns/volunteers on scheduled tours, promoting attendance to various trainings and evaluating volunteer performance.

Participate in and contribute to advocate and staff meetings; review and suggest updates to modify program policies and procedures; conducts New Employee Orientation training for new AGO staff on a rotating basis; complete work assignments and duties of other staff specialists in their absence.

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#### Knowledge, Skills & Abilities (KSAs):

- This position requires the candidate to have considerable knowledge of the criminal justice system process, specifically relating to investigations, prosecutions, post-conviction appeals, and restitution.
- Basic knowledge of victims' rights laws, current state and federal laws and local social service agencies are required in order to perform work satisfactorily for this position.
- Knowledge of principles and practices of case management
- Knowledge of the effects of victimization, including the social, emotional, physical and financial effects are critical to the work performance required of this position.
- Knowledge of standard crisis models and application is necessary.
- 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.
  
- Skills that are required or expected to be learned through the training process of this position include the ability to effectively interpret program policies, procedures, rules and regulations.
- It is expected that the candidate will develop and maintain effective working relationships with members of the justice communities, and be able to maintain effective

interpersonal relationship with victims in a trauma-informed manner in stressful and demanding situations.

- The ideal candidate should have effective oral and written communication skills, empathetic listening; case management; and effective training and presentation skills.
- The ideal candidate for this position will have exceptional organizational and time management skills that will benefit them when working with interruptions, working against stringent deadlines and having to adapt to changing priorities.
- The ability to analyze, act on and interpret information from various sources and evaluate cases and make appropriate decisions is fundamental to the success of this position.
- Ability to learn how to plan, coordinate, and prioritize work activities for self and employ problem-solving methods.
- 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, including letter writing, and their ability to edit and review materials for clarity and certainty.
- The ability to exercise good judgement in safeguarding sensitive and confidential information is critical to the services provided by the Office of Victim Services and the AGO.
- Ability to provide crisis response when necessary.
- Additional abilities include: ability to work with the public; grasp points being made by others, oral or written; ability to organize high-volume victim cases; ability to produce complete, accurate and factual case notes and case summaries; ability to prepare letters, memoranda and e-mail effectively.

Selective Preference(s):

Prefer: Bachelor of Arts or a Bachelor of Science degree from an accredited university with an emphasis on social science; three-five years of experience in victim services or a related field.

Preference: Ability to speak, read & write Spanish

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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