

FOOTHILLS REGIONAL VICTIM SERVICES VICTIM ADVOCATE JOB DESCRIPTION

POSITION TITLE: Victim Advocate

REPORTS TO: Program Manager

POSITION DESCRIPTION: The Victim Advocate (Advocate) will provide support, information, referrals and crisis intervention to victims of crime and trauma in the Program area through crisis intervention, timely follow-up, witness orientation and court accompaniment.

RESPONSIBILITIES:

- Abide by Detachment Post Orders and Operational and Administrative policies, as well as Program policy and procedural guidelines.
- At all times, ensure that the integrity of the Victim Services program is a priority and that the mandate, guidelines and policies of the program are upheld.
- To work within the role of the Victim Advocate position.
- To provide appropriate response times to requests for service.
- To provide practical assistance and non-judgmental emotional support to victims of crime or trauma. This service can be provided through follow up or immediate intervention at the request of the RCMP and other community agencies.
- To provide “face-to-face” contact with the victim whenever possible.
- The use of discretion and evaluation to determine what immediate assistance might be useful to the victim.
- To provide information on and referrals to other community agencies which may act as useful resources for the victim.
- To provide victims with appropriate educational and preventative information.
- To assist in the delivery and explanation of the Victim Impact Statement Program, applications for Financial Benefits Programs and Restitution Forms.
- To provide information and orientation about the court system and the victims role in the proceedings. To keep victims informed of proceedings within the Criminal Justice System.
- If required, to accompany victims at court.
- The accurate, timely completion of documentation as required, including updating the Program Manager and/or coordinators of any additional information received while interacting with a victim.
- Timely and adequate follow up with victims.
- To maintain timely communication with Program Manager and/or Coordinators on all calls. To consult with Program Manager and/or Coordinators regarding difficulty with files.
- Develop and maintaining positive and collaborative working relationships with Staff, other Advocates, the RCMP, Crown Prosecutors, and other community organizations
- To ensure information on or about victims and files is discussed only on a need to know bases.
- **To maintain confidentiality at all times.**

ADDITIONAL RESPONSIBILITIES:

- Familiarization with the Policy and Procedure Manual for the Foothills Victim Services Association. Review of the Resources Manual on a regular basis.
 - The maintenance of detailed records of volunteer hours on approved form and submit same by the 5th day of each month to the Program Manager
 - Submit quarterly Expense Accounts to the Program Manager, with receipts and explanations on approved Expense Claim forms by the 5th day of each month.
 - Provide the Coordinators with availability schedule. Keep the Coordinators advised of any changes or difficulties regarding schedule.
 - Advise the Program Manager and /or Coordinators of any changes to contact information.
 - When possible, be involved in other duties such as fundraising, presentations and education programs.
 - Participate in training activities, such as seminars, conferences and special presentations.
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REQUIREMENTS:

- Obtain and maintain an RCMP Reliability Status Security Clearance.
- Completion of mandatory training as provided by Alberta Justice and Solicitor General and by FRVS.
- Commitment to weekly on-call schedule.
- Participation and attendance at monthly in-service training sessions
- The signing of and compliance with the Oath of Confidentiality and Code of Ethics.
- The ability to work in stressful situations.
- Strong communication and listening skills and the ability to provide non-judgmental support.
- Working knowledge of Microsoft Word and Excel.
- The maintenance of a high degree of professionalism, including proper attire, punctuality and the positive promotion of Victim Services.
- A valid driver's license is required and access to a vehicle is an asset.

Name: _____

Signature: _____

Date: _____