



Range: SG-8
FLSA: Non-Exempt
Date: July 1, 2024

POLICE VICTIM ADVOCATE/BACKGROUND INVESTIGATOR

DEFINITION

Under general direction of the Support Services Commanding Officer, supplements and enhances the operations of the Police Department by ensuring victims of crimes are aware of support and assistance services available to them, advocates for victims, and serves as the liaison between victims of crime/witnesses to crime to the criminal justice process; and performs related duties as assigned.

SUPERVISION RECEIVED AND/OR EXERCISED

Receives general supervision from the Support Services Commanding Officer.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS-- *Work in this classification requires an individual to be able to perform the essential job functions satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary classification functions herein described. Since every duty associated with this classification may not be described herein, employees may be required to perform duties not specifically spelled out in this classification description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this description.*

1. Provide prompt crisis intervention, support, liaison, and referral assistance to crime victims and their families.
2. Coordinate and work with law enforcement, the City and County(s) Prosecutor's offices, City and County(s) courts, outside agencies, and victims of crime.
3. Liaison between victims and families of crime and the police department regarding case status and updates.
4. Assist victims in completing petitions for securing court orders of protection and injunctions against harassment.
5. Assist victims with filing compensation claims and restitution forms.
6. Coordinate with community agencies and neighboring law enforcement departments to assist victims find available resources, such as shelters, legal aid, counseling, emergency financial help, and employment.
7. Act as advocate to ensure services are provided and resources are available.
8. Respond to callouts to assist in providing immediate crisis intervention to victims and witnesses of an alleged crime, after scene has been deemed safe by law enforcement, and act as an adjunct to on-scene investigating officers.
9. Educate victims of their constitutional and statutory mandated Crime Victims' Rights and protections.
10. Serve as a liaison for victims and witnesses throughout the criminal justice process; provide emotional support.
11. Assist victims with completing victim impact statements for criminal proceedings, when

applicable.

12. Review police reports and assess possible follow-up and on-going needs of victims and witnesses of crimes.
13. Document and manage case files.
14. Keep accurate statistical records of victim contacts.
15. Participate in community events to promote services and resources, and assist with community education of trending scams, fraudulent schemes and identity theft.
16. Assist with tracking court orders of protections to be served by department law enforcement officers.
17. Provide notification to victims in advance when a suspect is being released from custody.
18. Maintain on-going training in victim services and advocacy.
19. Compile data and review related reports and correspondence as assigned.
20. Maintain discretion and confidentiality of work-related issues, victims' records, and restricted criminal history information.
21. Assist with conducting complete and thorough background interviews, investigations, and other comprehensive background reports on candidates for sworn and civilian public safety positions.
22. Assist with conducting complete and thorough background interviews, investigations, and other comprehensive background reports on candidates for volunteer positions within the department.
23. Gather, verify, and analyze personal, professional, credit/financial, and educational documents; contact other agencies, governments, and professional organizations to obtain and verify information.
24. Prepare letters, reports, and written summary of findings; analyze investigation results and draw logical and objective summary of findings; confer with background investigations detective and/or investigative sergeant regarding findings; make recommendations regarding suitability for employment.
25. Respond to requests for information; assist outside agencies when appropriately requested to provide background information regarding previous application; answer applicant questions; refer requests or questions to appropriate detective and/or investigative sergeant.
26. Provide services as an Arizona Notary Public for the department, in accordance with A.R.S. § 41-313, as needed.
27. Perform other related duties and responsibilities as assigned and/or required.

QUALIFICATIONS

Minimum Qualifications Required:

- Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a bachelor's degree in social work, counseling, psychology, criminal justice or related field.
- A minimum of two years' experience in social work, counseling, crisis intervention, or criminal justice
- Basic knowledge of:
 - Typing, record keeping, administrative duties, and computerized criminal justice information systems.
 - Federal, state and local statutes, laws, and ordinances regarding domestic violence laws and criminal justice records.
 - Arizona Criminal Code and the federal and state legislation governing Victims' Rights.
 - City and county court procedures regarding criminal justice processes.
 - Criminal law as it relates to felony/misdemeanor offenders.
 - Basic interviewing techniques and conflict management methods.
 - Research and reporting methods, techniques, and procedures.
 - Techniques for providing a high level of customer service to public and city staff, in person and over the telephone.

Special Requirements:

- Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and a polygraph exam is required. Must possess a valid Class D Arizona Driver's License by hire date. Candidates given a conditional job offer will be required to successfully complete a psychological evaluation.

Substance Abuse Testing:

- Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or control substance testing as outline in City and Police Department policies and procedures.

Ability to:

- Effectively, clearly and professionally communicate, both orally and in writing.
- Provide prompt crisis response within time periods determined by the department.
- Establish rapport with individuals of various ethnic and socioeconomic backgrounds.
- Maintain the confidentiality of information, particularly victim information obtained in accordance with Arizona Revised Statutes.
- Assist with interviewing victims of crimes.
- Work under pressure and make sound decisions in time-limited situations where accuracy is essential.
- Establish and maintain effective working relationships with department personnel as well as other outside contacts.
- Handle stressful circumstances and act effectively in emergency or crisis situations.
- Recognize a wide range of behavioral problems and utilize appropriate techniques to resolve an immediate and critical situation.
- Deal with hostile, resistant, and unstable persons.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Make public, community presentations.
- Apply logic in a multi-tasking environment.
- Follow detailed written and verbal instructions.
- Comprehend and process new information quickly and accurately.

- Develop and present informational and educational programs and resources.
- Work in organized team efforts and assist in problem-solving work-related issues for continuous improvement in work efforts.
- Encourage and facilitate environment for building team efforts and problem solving of work-related issues by employees.
- Ensure necessary training and other technical support for building an environment that encourages teams and continuous improvement.
- Use good judgment in performing data entry of technical and personal information.
- Prepare clear and concise reports, correspondence, and analysis.
- Operate modern office equipment including computer equipment and specialized software applications programs, including record management systems and databases.
- Meet legal requirements, in accordance with A.R.S. § 41-269, to become a notary public within the State of Arizona within one year from date of hire.

WORKING CONDITIONS

Environmental Conditions:

Office environment may be exposed to some excessive noise, unusual fatigue factors, and electrical energy.

Physical Conditions:

Essential and other important responsibilities and duties may require maintaining physical condition necessary for sitting for prolonged periods of time and working closely with others; lifting moderate to heavy boxes and equipment; general manual dexterity.