

# Castle Rock Police Department

## Volunteer Victim Advocate

### Purpose

Volunteer Victim Advocates will be trained to offer emotional support and crisis counseling to crime victims and victims of traumatic events in the Town of Castle Rock. They will also provide information on the criminal justice system, community resources, and aid in acquiring emergency shelter and facilitate other immediate needs. The volunteer victim advocate will provide assistance regarding information on victim compensation benefits and the preliminary status and progression of their case in the judicial system.

### Supervision Received:

Reports directly to the Castle Rock Police Department Victim Assistance Coordinator, or designated staff member of the Victim Assistance Unit. Be able to perform on-call advocacy duties independently.

### Responsibilities

- Respond to victims of crime and help them regain their physical and emotional well-being by means of crisis intervention and advocacy
- Act as a liaison between victims and the criminal justice system
- Assess the needs of victims and make appropriate referrals
- Provide for rights of victims as indicated in the Colorado Constitutional Amendment including victim's compensation
- Provide death notification as requested by the Coroner's Office or other requesting agency.
- Provide advocacy and immediate crisis intervention for victims of crime on twelve hour shifts. Shifts are 5:30 PM to 5:30 AM on weekdays. Weekends and holidays shifts are 5:30 AM to 5:30PM or 5:30PM to 5:30AM
- Represent the Castle Rock Police Department in a positive and professional manner when contacting victims or citizen in general
- Commit to continuing Victim Assistance education by attending required monthly meetings

### Qualifications

- High School Diploma
- Be at least 21 years old
- Complete application process, which includes an interview, criminal history/background check, psychological exam and polygraph
- Attend 48 hours of initial training
- Attend one evening meeting per month
- Be on call by a minimum of 4, 12-hour shifts per month
- Have a valid Colorado driver's license and reliable transportation
- Own a working cell phone
- Make a one year commitment
- Ability to cope with emotional and stressful situations

## **Essential job functions after attendance at training**

**Computer Skills:** Ability to utilize and understand a variety of computer applications preferred, including email.

**Office Equipment:** The use of office equipment including copier, scanner, telephone/cell phone as examples.

**Department Policies and Procedures:** Demonstrates working knowledge of and compliance with all department policies, procedures and directives.

**Emotional Abilities:** Controls personal emotional responses and acts appropriately under high levels of emotional stress. Demonstrates sensitivity to feelings of others; listens with empathy towards others; and displays compassion to those in distress. Controls personal aggressive responses and acts in a manner calculated to calm volatile persons.

**Legal Knowledge:** Knowledge of Colorado constitutional amendment giving victim's rights. Able to explain the intricacies of the investigative and court process to victims. Understand the victim compensation programs.

**Mental Abilities:** Ability to reason and apply logic in a multi-tasking environment. Comprehends and processes new information quickly and accurately. Retains relevant information.

**Public Interaction:** Ability to interact with diverse groups and cultures in a complex society.

**Social Skills:** Establishes and maintains effective relationships with peers, supervisors and the public. Have an open, non-judgmental attitude towards victims regardless of the circumstances.

**Vehicle Operation:** Operates and has access to reliable transportation for response purposes.

**Verbal Skills:** Speaks the English language clearly and converses effectively with person of divergent ethnic, cultural and educational backgrounds.

**Written Communication and Data Entry:** Prepares reports documenting own observations and actions. Writes legibly using acceptable grammar, punctuation and spelling. Assures accuracy of information.

**Note:** The successful applicant must be able to perform ALL the above job functions, unassisted and at a pace and level of performance consistent with actual job requirements.