



Filing Deadline: July 6, 2018

**City of Coeur d Alene  
Equal Employment Opportunity  
Crime Victim Advocate (Police Department)**

**Description:** The Crime Victim Advocate provides information, general support and referrals to agencies and victims of crimes; performs crisis intervention services. This position requires strong analytical skills, effective communication methods, and the ability to work with people of varied backgrounds; knowledge of community human services and resources; and the ability to draw logical conclusions and make proper recommendations. The position reports to the Detective Sergeant. A Crime Victim Advocate does not supervise, but may be required to train new employees in the same or similar job. A Crime Victim Advocate may manage volunteer staff who perform similar work. The work is performed in a law enforcement building and environment which may include responses to crime scenes and dangerous situations.

**Wages and Benefits:** Starting wage is \$18.92 per hour, eligible for a five percent increase after 12-months of service with standard or above evaluations. Excellent benefit package available. Membership in Public Employee Retirement System of Idaho (State Retirement) is required.

**Conditions of Employment:** A successful completion of drug testing is required and applicant must pass a polygraph and background check prior to employment.

**Acceptable Experience and Training:** High school diploma or GED, although an Associate's Degree is preferred; and three (3) years' experience in social work, working with crime victims, or the criminal justice process; or any equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

**Special Qualifications:** Valid driver's license.

**Classification Requirements:**

The requirements listed below are representative of the minimum knowledge, skill and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

**Knowledge of:**

- Methods, practices, procedures and objectives of crime victim assistance and counseling;
- Methods, practices, and objectives of crisis intervention;
- Police response and investigative methods and procedures;
- Victim assistance resources available in the community, including but not limited to social and service agencies, shelters, counseling and support groups, financial and other aid, and related sources;
- Applicable federal, state and City laws, statutes, codes and ordinances;
- Court and legal procedures;
- Statistical analysis and report preparation;
- Modern office equipment usage.

**Skills and Ability to:**

- Learn and apply Coeur d'Alene Police and City policies regarding work practices in dangerous, hazardous and stressful conditions;

- Establish and maintain effective communications and working relationships with crime victims and police officers, including under stressful or dangerous conditions;
- Evaluate persons and situations quickly and accurately;
- Remain alert to dangers and hazards in stressful situations;
- Accurately record statements from victims, including written or verbal statements, and process photographic evidence;
- Operate audio and video equipment;
- Gather, assemble, analyze and evaluate facts and evidence and draw logical conclusions and make proper recommendations;
- Prepare clear, concise and comprehensive written reports;
- Professionally deal with diverse groups in varied situations;
- Prepare graphs, tables and other materials for effective presentations;
- Develop and maintain accurate and complete crime victim records, statistics and reports;
- Proficiently operate computers, software programs, such as Microsoft Word, Excel, PowerPoint, or similar office software to create documents and other materials, maintain information, and generate reports;
- Use English and speak clearly for understanding;
- Listen carefully to, understand, and effectively communicate through verbal, written, and electronic communication channels;
- Perform duties to supervisor's expectations;
- Follow verbal and written instructions;
- Work independently and exercise initiative, with general guidance and supervision;
- Maintain a professional demeanor at all times;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Demonstrate integrity and ingenuity the performance of assigned tasks and solving problems;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

**Essential Duties and Responsibilities (Illustrative only and may vary by assignment):**

- Provides information, general support and referrals to social and services agencies, shelter referrals, assistance with the legal system and other help to victims of crimes;
- Provides crisis intervention services at crime, accident, or death scenes;
- Provides assistance to all divisions in the Department with crime and accident victims, with a special focus on domestic violence, sexual assault, and child crimes;
- Responds to crime scenes, hospital and emergency medical facilities;
- Operates audio and video equipment at crime scenes or in later interviews;
- Transports victims needing shelter or medical assistance and to court proceedings;
- Provides training to all Department personnel, and other agencies as needed, on crime victim issues;
- Assists crime victims in obtaining temporary shelter or housing as needed;
- Provides crime victims with referrals to social and service agencies, state agencies, support groups, counseling options and other available assistance;
- Provides assistance during and information on legal proceedings;
- Testifies in court as needed;
- Assists offices in investigations, including taking statements, photos, and other information and provides supplements to reports;
- Performs community and public relations, providing information outreach to community and civic groups and other interested parties;
- Keeps monthly and quarterly statistics for grant reporting and annual reports;
- Assists in researching and writing grants;
- Provides clerical support and performs office duties;

- Responds to management's, supervisor's, co-workers' and citizens' questions and comments in a courteous, thorough and timely manner;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Maintains strict confidentiality of all matters;
- Assists other department and City employees as needed or requested.
- Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

**Secondary Duties and Responsibilities:**

- Works on-call after regular work hours to respond to emergency situations;
- Performs other duties as assigned.

**Physical Demands & Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools used in performing the essential functions of the classification, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this classification include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions and communicate effectively in person, by telephone. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

**Application Procedure:** Applicants meeting the qualification requirements are invited to submit a completed City of Coeur d'Alene Employment Application with resume to the Human Resources Office, City Hall, 710 Mullan, Coeur d'Alene, ID 83814. Application deadline with attached resume is **Friday, July 6, 2018**. Applications will be screened, and those applicants with the most appropriate qualifications will be invited for further testing. If you would like to request a reasonable accommodation for the recruitment process due to a disability, please provide a written request and submit with your City of Coeur d'Alene application.

*The City of Coeur d'Alene is committed to providing equal employment opportunity for all persons without regard to race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.*