

**CITY OF CORAL SPRINGS**  
**Classification Description**

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**CLASSIFICATION TITLE:** Victim/Family Advocate  
**FUNCTIONAL AREA:** Police Department

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**WORK OBJECTIVE:**

Under general direction, the purpose of the position is to provide victims and witnesses with services and assistance as outlined by the Florida State Statute 960. Employees in this classification are responsible for providing community education programs, referral services, professional consultations and in-service training. Position is accountable for serving as court and social service liaison, as victim and witness advocate, and for the case management of assigned families and individuals. Objective is to assist Police investigations while providing crisis intervention and counseling to individuals and families experiencing tragedy.

**ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Provides crisis intervention to mitigate the effects of trauma on individuals and families.
- Ensures all services and programs are provided to crime victims and witnesses in compliance with Florida Statute 960.
- Counsels individuals and families to promote emotional recovery and pre-crisis level of life and functionality.
- Performs all case management tasks, e.g., interviewing, evaluation, referrals, counseling, monitoring, education for quality of care.
- Acts as community resource to citizens; acts as liaison between citizens and the City.
- Reviews Police reports to identify and contact and assist victims of crime.
- Participates in various councils and committees for crisis intervention, e.g., Broward Victim Rights Coalition, Broward Domestic Violence Council.
- Maintains active communication with various community agencies, councils and committees for the dissemination of information.
- Attends various continuing education courses and seminars.
- Develops and administers law enforcement training on social services and victim subject matter.

## **Victim/Family Advocate**

### **MINIMUM QUALIFICATIONS:**

#### **Education / Certifications / Experience –**

Bachelor's Degree in Psychology or related field; supplemented by one (1) year responsible experience in social work or crime intervention; or an equivalent combination of education, training, and experience. Valid Florida Driver's License required.

#### **Knowledge, Skills, & Abilities –**

Considerable knowledge of current principles and practices of crime intervention work, governing laws, ordinances, policies and procedures.

Considerable knowledge of pre-established City, County and State policies and procedures applicable to the work.

Ability to analytically and objectively observe, and empathetically assist individuals and families through crisis intervention techniques, while maintaining the confidentiality of criminal investigations.

Ability to understand and follow written and oral instructions.

Ability to read, analyze, update and maintain various records and files.

Ability to operate basic office equipment.

Ability to access, operate and maintain various software applications.

Ability to establish and maintain effective working relationships with departmental staff, supervisors, victims, witnesses and various crime intervention and social services agencies.

Ability to operate a motor vehicle.

Skill in clearly communicating information both verbally and in writing.

### **PHYSICAL REQUIREMENTS:**

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

### **ENVIRONMENTAL REQUIREMENTS:**

Most work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations. Some tasks are performed in outdoor environments. Due to the nature and non-specific location of the work environment, tasks include potential for intermittent exposure to disagreeable elements, e.g., heat, humidity, inclement weather.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.