

**DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
DIRECTORATE DIVISION
COMMUNITY AWARENESS RESPONSE AND ENGAGEMENT
VICTIMS' SERVICES UNIT**

NAME:

JOB TITLE: Associate Governmental Program Analyst (Victim Advocate)

STATEMENT OF DUTIES: Under the direction of the Staff Services Manager I, the Victim Advocate will perform varied technical and analytical assignments, as well as victims' services assignments. The Victim Advocate's focus is to provide victim-centered and trauma-informed services to California crime victims, which includes orientation to the criminal justice system, support, advocacy, and referrals to other government and non-government agencies.

SUPERVISION RECEIVED: Under the direction of the Staff Services Manager I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit, stand, file, rotate, and work in a workstation up to 8 hours a day in order to accomplish work assignments in person and/or remote/virtual. Ability to bend and move up to 25 pounds. Field work requires frequent travel throughout California to assist victims. Ability to work in a fast-paced environment and with individuals experiencing trauma. After hours and weekend availability as needed.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment.

ESSENTIAL FUNCTIONS:

50% Victim Advocacy: Independently researches, analyzes and maintains a caseload of complex cases that may involve death penalty cases, non-capital cases, conflict and prosecutorial and officer involved shooting cases. These cases can include one of multiple victims with more than one victimization such as, human trafficking, elder abuse, sexual assault, domestic violence, fraud, etc.; provides emotional support and encouragement to victims and witnesses as the case moves through the criminal justice system, including providing support during law enforcement meetings, prosecution meetings and court proceedings; analyzing the matter at hand makes appropriate referrals to community agencies; provides crisis intervention services such as immediate-needs referrals for food, shelter, protection, suicide, domestic violence and or sexual assault hotline; refers clients to professional mental health services and counseling as needed; educates victims, survivors and their families on Marsy's law; responds to inquiries received on a toll free phone line and public email system; serves as a liaison with a variety of community based organizations and government agencies for support services

including but not limited to safety net services, physical and mental health providers; monitors and notifies victims and family members of case status and ongoing litigation and court proceedings; verifies criminal appeal status of cases, enters and processes victims' appeal status requests forms, processing mail and entering information into data bases.

20% Benefits Assistance: Assists victims/survivors applying for benefits including reimbursement for crime related expenses under the California Victim Compensation Board (CalVCB), and other safety net programs; serves as a liaison with a variety of community based organizations and government agencies for support services including but not limited to safety net services, physical and mental health providers.

15% Statistical Data and Grant Reporting: Collects and submits data to prepare State and Federal reports; performs data entry in computerized record keeping system and maintains accurate time case records and statistics; initiates and maintains case logs, documents case activities and files; performs routine victim services administrative duties, including preparing emails and correspondence; files and tracks all appropriate forms, services and reports.

5% Outreach and Training: Develops and maintains strong relationships with other victim crime agencies advocates including local District Attorney Offices, California Department of Corrections and Rehabilitation victim services units and local community based and faith based agencies in 58 counties. Coordinates, organizes and facilitates training and outreach to underserved, underrepresented and marginalized communities; assists supervisor in organizing trainings for staff, interns and volunteers; represents the Victim Services Unit at community events, crime survivors' round tables and providers' meetings throughout California; attends required advocate trainings.

5% Fiscal Information: Assists with monitoring the unit's budget and fiscal expenditures for the unit, grant and or victim services funding. Other duties as required includes, completing financial assistance victim request, tracking expenses and create initial reports.

5% Travel: Travels regularly within a specified geographic region in California, with potential for occasional travel to outside regions, depending on operational needs.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature Date

Supervisor's Signature Date

Revised 06/2025

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SUPERVISION RECEIVED: Under the direction of the Staff Services Manager I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit, stand, file, rotate, and work in a workstation up to 8 hours a day in order to accomplish work assignments in person and/or remote/virtual. Ability to bend and move up to 25 pounds. Field work requires frequent travel throughout California to assist victims. Ability to work in a fast-paced environment and with individuals experiencing trauma. After hours and weekend availability as needed.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment.

ESSENTIAL FUNCTIONS:

40% Victim Advocacy: Independently researches, analyzes and maintains a caseload of complex cases that may involve death penalty cases, non-capital cases, conflict and prosecutorial and officer involved shooting cases. These cases can include one of multiple victims with more than one victimization such as, human trafficking, elder abuse, sexual assault, domestic violence, fraud, etc.; provides emotional support and encouragement to victims and witnesses as the case moves through the criminal justice system, including providing support during law enforcement meetings, prosecution meetings and court proceedings; analyzing the matter at hand makes appropriate referrals to community agencies; provides crisis intervention services such as immediate-needs referrals for food, shelter, protection, suicide, domestic violence and or sexual assault hotline; refers clients to professional mental health services and counseling as needed; educates victims, survivors and their families on Marsy's law; responds to inquiries received on a toll free phone line and public email system; serves as a liaison with a variety of community based organizations and government agencies for support services including but not limited to safety net services, physical and mental health providers; monitors and notifies victims and family members of case status and ongoing litigation and

court proceedings; verifies criminal appeal status of cases, enters and processes victims' appeal status requests forms, processing mail and entering information into data bases.

- 20%** **Benefits Assistance:** Assists victims/survivors applying for benefits including reimbursement for crime related expenses under the California Victim Compensation Board (CalVCB), and other safety net programs; serves as a liaison with a variety of community-based organizations and government agencies for support services including but not limited to safety net services, physical and mental health providers.
- 15%** **Statistical Data and Grant Reporting:** Collects and submits data to prepare State and Federal reports; performs data entry in computerized record keeping system and maintains accurate time case records and statistics; initiates and maintains case logs, documents case activities and files; performs routine victim services administrative duties, including preparing emails and correspondence; files and tracks all appropriate forms, services and reports.
- 10%** **Translation and Interpretation:** Uses translation services to assist the Victims' Services Unit and the Office of Community Awareness, Response, and Engagement with duties including but not limited to, supporting victim cases by providing information about crimes, the criminal justice process and system, case support, constituent casework via email and phone line, and translating materials from English to Spanish and Spanish to English. Uses Spanish language skills in writing and speaking to respond to telephone calls, emails, and in-person requests from victims, survivors, families and next-of kin. Uses Spanish-bilingual skills in writing and speaking to establish and maintain working relationships with local and state public safety partners, community organizations, and public and private employers to foster, support, provide, and implement victim services initiatives.
- 5%** **Outreach and Training:** Develops and maintains strong relationships with other victim crime agencies advocates including local District Attorney Offices, California Department of Corrections and Rehabilitation victim services units and local community based and faith-based agencies in 58 counties. Coordinates, organizes and facilitates training and outreach to underserved, underrepresented and marginalized communities; assists supervisor in organizing trainings for staff, interns and volunteers; represents the Victim Services Unit at community events, crime survivors round tables and providers' meetings throughout California; attends required advocate trainings.
- 5%** **Fiscal Information:** Assists with monitoring the unit's budget and fiscal expenditures for the unit, grant and or victim services funding. Other duties as required includes, completing financial assistance victim request, tracking expenses and create initial reports.
- 5%** **Travel:** Travels regularly by car, plane, train and/or public transportation within a

