

## **LEAD SUPERVISING ADVOCATE**

### DEFINITION

The Lead Supervising Advocate provides supervision and support to the team of Victim Witness Advocates, including responsibility for day-to-day service delivery; oversight of team coordination, case management, and Court coverage; and is responsible for quality assurance for the Program. The Lead Supervising Advocate will carry a reduced client caseload and will cover for Victim Witness Advocates as needed. The Lead Supervising Advocate will work closely with management to problem solve and make recommendations for policy and procedural additions to enhance service delivery. The Lead Supervising Advocate will also serve as the team authority in cases of Manager absences. The position is distinguished from the Manager in that the Manager assumes authority over activities and operations in program areas and all grant and budget-related activities.

### SUPERVISION RECEIVED

Incumbents in the Victim Witness Lead Supervising Advocate classification receive supervision from assigned Management or executive staff.

### EXAMPLE OF DUTIES

Duties may include, but are not limited to, the following:

Coordinates the daily work activities of assigned programs and staff;

Serves as team leader and fosters a flexible, cooperative, and accountable team environment;

Works collaboratively with Unit Manager to identify unit needs and resources;

Recommends and implements Unit policies and procedures;

Ensures for the successful implementation of the Victim Witness Program in Glenn County.

Ensures services are trauma-informed;

Maintains effective relationships with collaborative partners, including Law enforcement, District Attorney staff, Court personnel, Hospital and Medical providers; Domestic Violence shelter and other Victim support agencies;

Prepares correspondence, grant applications, assessment reports, victim fact sheets, program information, and related reports as needed;

Promote, attend, and initiate awareness of Victim Witness Programs at community events;

Provides direct client services, including: providing crisis intervention and emergency assistance; Justice system navigation, court accompaniment, transportation assistance, referrals and service linkages,

Lead Supervising Advocate

counsel crime victims and refer them to appropriate agencies; advise victims of crime of their rights and benefits under local, State, and/or Federal agencies, and other case management duties as required;  
Reviews, evaluates, and verifies all financial losses and alternative reimbursement sources in order to determine the amount of benefit the victim or witness is entitled to receive in accordance with established criteria under the California State Victim Compensation and Government Claims Board.  
files conducts outreach with victims to ensure their needs have been met;

Performs various office support and clerical duties such as receiving and logging phone calls, typing, and processing program forms;

Performs related duties as assigned.

### QUALIFICATIONS:

#### Knowledge of:

Principles and practices of supervision, training, coaching, and performance evaluation

Principles and practices of conducting quality assurance assessments

Principles and approaches for effective trauma-informed and responsive case management

Modern principles of and practices of Social Work and victim-centered services

Human behavior and cultural and socio-economic diversity

Dynamics of violence and victimization

Methods and techniques of interviewing and technical-clerical case management.

Basic regulations and procedures of the victim restitution program.

Community resources available to victims and witnesses.

Penal code and general operations of the criminal justice system.

Office procedures, methods, and practices.

### EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities meets the minimum qualifications component. A typical way to obtain the knowledge and abilities would be:

#### Experience and Education:

Equivalent to an a bachelors degree with major course work in criminal justice, social work, sociology, psychology, or a closely related field.

**OR**

Completion of 30 units of college with major course work in criminal justice, social work, sociology, psychology, or a closely related field and two (2) years of full-time experience providing case management and interviewing and advising clients of available programs, services, and resources in a public or private social service, health care, or criminal justice agency.

**OR**

Two (2) years, full-time experience in a Victim Witness Program engaged in clerical and public contact duties related to interviewing clients for program eligibility and assistance with case management duties such as claims processing and verification of service authorizations.

License or Certificate:

OCJP Entry Level Victim Advocate Training Curriculum within one year of appointment to the position is required, Advanced Level Victim Services Coordinator Training Curriculum recommended.

WORKING CONDITIONS:

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person, and on the telephone.

Emotional/Physiological Factors - Frequent decision making, concentration, and working alone; occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.