Victim Advocate Coordinator II - CJC

Job Description

Department:	Children's Justice Center
Position:	Career Service
Grade:	723
Supervisory:	No
Reports to:	Clinical Supervisor - CJC

Summary

Under general guidance and direction of the assigned supervisor, assesses individual client needs, provides crisis intervention, facilitates the provision of appropriate services and referrals, and monitors the progress of individual child abuse victims. Coordinates client case management services.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Coordinate necessary clinical intervention to assist with the review, staffing, and treatment processes during the investigation of child abuse cases.
2. Coordinate involvement of law enforcement, protective services, county attorneys, medical and mental health treatment personnel, and other agencies with the alleged abuse victims and their families; facilitate the flow of information between agencies.
3. Assess the emotional state of the child and family; make recommendations for action to the multi-disciplinary team investigating the alleged abuse.
4. Provide direct crisis intervention services to alleged child abuse victims and non-offending family members on site and by telephone.
5. Recruit, screen, train, and oversee community volunteers serving child victims; assist volunteers with providing emotional support for children to facilitate healing.
6. Gather information for the social assessment and services planning process of the multi-disciplinary team.
7. Provide individual and group mental health treatment referrals as needed for the alleged child victim and family.
8. Respond to victim/parent inquiries for services and information; provide referrals to appropriate community resources, as needed.
9. Present criminal justice system information and education related to child abuse issues to the child victim's non-offending parent or guardian.

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Job Title: Victim Advocate Coordinator II - CJC
FLSA: Exempt
Effective Date: 11/7/2026
Public Safety: No

Worker's Compensation: County
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

10. Help establish a non-threatening environment for children and families; assist with implementing procedures to assist agencies with obtaining evidence useful for criminal prosecution and protective action in civil proceedings in a manner that does not further traumatize the child.
11. Assist victims with preparing Crime Victim Reparation applications, as needed.
12. Track treatment usage and intervention process outcomes.
13. Assist with training team members, professionals, and volunteers on best practices for child development, family dynamics, and trauma-informed interviewing techniques.
14. Assist with developing and promoting a multi-disciplinary team approach in case management that benefits the child and family.
15. Coordinate communication with the family of an allegedly abused child.
16. Ensure process continuity and maintain case records according to Center policies and procedures.

Knowledge, Skills, and Abilities

- Knowledge of the impact of trauma on child development, family systems, and the principles of providing trauma-informed care
- Knowledge of crisis theory, crisis intervention models, and techniques for assessing the service needs and emotional state of children and families
- Knowledge of non-therapeutic, supportive counseling and communication strategies appropriate for victims of crime
- Knowledge of social services systems, including Child Protective Services (CPS) programs, procedures, and the roles of multi-disciplinary team partners
- Knowledge of the criminal justice system with court procedures, victim rights, and legal processes related to child abuse cases
- Knowledge of child developmental stages and the impact of trauma on children
- Knowledge of federal, state, and local laws and policies regarding victim rights, confidentiality, and child welfare
- Skilled in interviewing methods and techniques
- Skilled in crisis intervention techniques
- Skilled in maintaining thorough, confidential case records and tracking treatment outcomes
- Skilled in communicating complex and sensitive information clearly and compassionately to victims, families, and professionals, both verbally and in writing
- Skilled in recruiting, training, and overseeing community volunteers
- Skilled in assisting in training professionals and volunteers on topics related to child trauma and family dynamics
- Skilled in analyzing complex family dynamics and system barriers to identify effective solutions for clients
- Ability to remain calm and make sound judgments regarding safety and service needs in high-pressure, emotionally charged environments

- Ability to maintain strict confidentiality and handle highly sensitive information with professional discretion
- Ability to coordinate multiple complex tasks and workflows effectively and efficiently
- Ability to operate necessary equipment, including audio/video systems used during investigations
- Ability to maintain cooperative working relationships with those contacted in the course of work activities

Supervisory Responsibility
This position has no direct supervisory responsibility but serves as a coach and mentor for other positions in the department and is responsible for overseeing the community volunteer program.

Work Environment
This job operates in a professional office environment, home of a client, court room, or other environmentally controlled room. Work requires working with parents, children, or others in crisis who may be emotionally distraught and/or angry. Work may expose the incumbent to high stress situations and potentially hostile situations, including contact with the public in confrontational, emotionally charged, or uncomfortable situations. This role routinely uses standard office equipment such as laptops, desktops, smartphones, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee typically sits at a desk or table and is occasionally required to walk, stand, or stoop. Specific vision abilities necessary for this job include close vision and ability to adjust focus. The employee is occasionally required to type, file, and lift supplies up to twenty-five (25) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work
Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel
Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Bachelor's degree in Social Work, Psychology, or a related field.
2. Two (2) years of direct experience working in a child-related clinical, social services, or primary education setting.
   OR
1. Master's Degree in Social Work, Psychology, or a related field.

Additional Eligibility Qualifications

1. Applicants must possess and maintain licensure under the Mental Health Professional Practice Act (UCA 58-60) as a Social Service Worker (SSW) or equivalent.
2. Incumbent is required to complete continuing education required to maintain licensure.
3. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
4. Selected applicants will be required to submit to a pre-employment drug screen and background check.

Career Ladder Advancement

For career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:

1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director – Human Resources.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

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DOT: No
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Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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