Victim Advocate Coordinator I - CJC

Job Description

Department:	Children's Justice Center
Position:	Career Service
Grade:	722
Supervisory:	No
Reports to:	Clinical Supervisor – CJC

Summary

Under general guidance and direction of the Clinical Supervisor – CJC, assists victims of crime through the investigation and judicial process. Provides information regarding Child Protective Services (CPS) and the legal process, investigation process, and resources such as shelter, treatment, education, legal assistance, and financial aid. Recruits, screens, trains, and oversees community volunteers to support child victims onsite.

Essential Functions

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

1. Provide necessary crisis intervention and onsite emotional support to child victims during investigative interviews; respond to requests for assistance, both onsite and by telephone.
2. Recruit, screen, train, and oversee community volunteers serving child victims; assist volunteers with providing emotional support, enhancing social skills, and functioning as a healthy, supportive role model for children to facilitate healing.
3. Provide case management for victims and families, including thorough documentation and monitoring of treatment progress, assistance in accessing appropriate services, and ongoing emotional support and follow-up as needed.
4. Serve as the primary point of contact for inquiries of services and information; provide referrals to appropriate community resources, as needed.
5. Educate victims and witnesses about the criminal justice process and notify them of meetings, trials, court hearings, and case dispositions, as needed.
6. Function as liaison between victims and witnesses, law enforcement, and the Utah County Attorney's Office (UCAO); assist investigators and prosecutors with communicating and meeting with victims and witnesses.
7. Maintain records of victim contact information, victim interactions, and assistance provided to victims.
8. Write and submit related grant applications and renewals and ensure compliance with grant requirements.

For Office Use Only

Job Code: 5370
Job Title: Victim Advocate Coordinator I – CJC
FLSA: Non-Exempt
Effective Date: 11/7/2026
Public Safety: No

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

9. Coordinate interpretation services and accessibility accommodations to ensure effective communication with victims and witnesses across all language barriers and disabilities.
10. Attend meetings and training and represent the Children's Justice Center (CJC) Victim Assistance Program; deliver presentations at conferences and meetings regarding child abuse victim needs, victim/witness assistance, and service coordination as needed.
11. Coordinate travel arrangements for victims and witnesses attending court hearings and accessing support services, as needed.
12. Assist victims through the process of filing for protective orders, stalking injunctions, and Crime Victim Reparation applications, and other legal forms as needed.

Knowledge, Skills, and Abilities

- Knowledge of the criminal justice process and victim rights
- Knowledge of child development and the principles of trauma-informed care
- Knowledge of community resources available for shelter, treatment, education, legal aid, and financial assistance
- Knowledge of grant application processes and program reporting requirements
- Knowledge of basic crisis intervention and de-escalation principles
- Skilled in communicating effectively and compassionately with individuals from diverse backgrounds, including children and families in crisis
- Skilled in writing clearly and professionally for case documentation, correspondence, and grant proposals
- Skilled in presenting information to community groups, partners, and at conferences
- Skilled in maintaining accurate, confidential client records and tracking case progress
- Skilled in recruiting, training, and engaging community volunteers
- Skilled in handling multiple priorities, coordinating schedules, and meeting deadlines in a fast-paced environment
- Skilled in standard office software including Microsoft Office Suite for word processing, data entry, spreadsheets, and creating materials
- Ability to remain calm, composed, and professional while working with people in high-stress, crisis situations
- Ability to work with minimal supervision in the development of printed materials and new programs
- Ability to maintain strict confidentiality and handle sensitive records and information with discretion
- Ability to advocate effectively on behalf of victims and their families
- Ability to maintain cooperative 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 may oversee community volunteers.

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 forty (40) hours each week 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, and on-call availability may be required on a rotational basis.

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 or behavioral science or a related field.
2. One (1) year of experience working in a professional capacity with children/youth.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience
1. Preference may be given to applicants who are bilingual in English and Spanish.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. 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.

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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