



CJCC Job Title: Bilingual Victim's Compensation Advocate (English and Spanish)

State Human Resources Administration Job Title: Advocate 1

State Human Resources Administration Job Code: SSP080 / Paygrade G

Salary \$35,000

Benefits:

Health and Flexible Benefits Available (**Funded by employee premiums and employer contributions**)
/12 paid state holidays / Paid time-off – Annual and Sick Leave

Criminal Justice Coordinating Council (CJCC) is administratively attached to GBI. CJCC is legislatively charged with eleven areas of criminal justice coordination. Among those responsibilities is to serve as the statewide clearinghouse for criminal justice information & research; Develop criminal justice legislative & executive policy proposals; & serve in an advisory capacity to the Governor on issues impacting the criminal justice system. CJCC plans & administers tens millions of dollars in federal criminal justice and victim services grants

This position is located at Criminal Justice Coordinating Council, 104 Marietta Street, NW, Atlanta, Georgia

Applicants chosen for employment will be subject to financial, driving, education and criminal background and reference checks. Work eligibility will be checked in EVerify. As a federally funded agency, CJCC is subject to federal Drug Free Workplace requirements. CJCC is an equal opportunity employer.

Description

Under general supervision, Victims Compensation Division Victim's Advocate provides personal support services and crisis intervention to claimants and victims of violent crimes (e.g., Sexual Assault, Domestic Violence, Homicide). May serve as case managers and evaluate, investigate and resolve complaints. Acts as a liaison between client and service providers. Work takes place in an office setting, it requires the ability to sit and work at a keyboard for extended periods of time and communicate with team members, by phone and computer

Key Duties & Responsibilities

- Receives additional training, as required, to gain full proficiency and experience in all areas
- Acts as a liaison and client/victim advocate between the clients/consumers/victims, staff members, other advocates, and service providers
- Assesses legitimacy of complaint and determines if a violation or problem exists
- Performs legal support duties, coordination, and outreach relevant to victims
- Provides accurate and thorough information regarding available resources
- Provides crisis intervention services for crime victims
- Provides information and referral services
- Receives, documents and investigates complaints from clients, patients, their families or representatives regarding quality of services and violations of individual rights
- Reviews consumers/clients' financial status and living situation to make assessments of needs
- Screens customer data and makes initial determination of potential eligibility for programs



- Travel to attend local/state forums or meetings is required, overnight travel might be required – up to 25%
- Coordinates with the Training and Outreach Coordinator to develop outreach strategies to inform victims of violent crimes within Georgia about the services of the CJCC
- Customer orientation along with proven verbal, written and face to face customer interaction and communication skills

NOTE: The above job description represents the general nature, primary duties and responsibilities, and qualifications for the work performed by employees within this job, but it is not a comprehensive and exhaustive list. Employees may be required to perform other duties as assigned, and specific duties, responsibilities and activities within the core nature of the job may change at any time with or without notice. Employees must be able to perform the essential functions of the job, as specified by the employing entity with or without reasonable accommodation.

Only applicants selected for interview will be notified for applicant selection. Human Resources maintains the discretion to close the job announcement prior to the closing date if a significant number of applications are received.

If an accommodation is needed for any part of the employment process, please contact Human Resources Office at (404) 657-1972

Submit PDF copy of resume along with online application

<http://team.georgia.gov/careers/>

[Bilingual Crime Victim's Compensation Advocate \(Eng & Span\)](#)

Ga. Bureau of Investigation SOC0314 [Apply](#)

Entry Qualifications

Associate's degree in a related field from an accredited college or university. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Preferred Qualifications

In addition to Entry Qualifications,

- Write, read and converse fluently in both English and Spanish **AND/ OR** any or all the following
- 1 or more years of case management and court services training that involved developing case files
- 1 or more years of experience of working with programs related to victim advocate, victim witness assistance, domestic violence, sexual assault, victim's compensation, Victim of Crime Assistance Grant Program; and/or with a law enforcement entity
- 1 or more years of experience working with community volunteer recruitment and/or public speaking.
- 1 or more experience developing outreach strategies and/or working with outreach programs that serves diverse demographics