

# Maricopa County Attorney's Office Victim Services Division

## Volunteer/Intern Job Description

**Job Title:** Evening Victim Advocate Assistant – Downtown Phoenix and Southeast (Mesa) locations

**Description:** Provide assistance and information to victims of various crimes through after-hours telephone contact

**Qualifications:** - Minimum age - 18 years

- Pass background check
- Valid Arizona driver's license and personal transportation to and from placement
- Ability to work effectively with victims in a mature, non-judgmental, and sensitive manner
- Ability to communicate well, both verbally and in writing
- Follow verbal and written instructions
- Ability to make good, sound decisions
- Ability to work independently

**Responsibilities:** - Contact victims of various crimes telephonically to:

- Provide case, victims' rights, and Criminal Justice System information
- Check welfare of victims and make any necessary social service/criminal justice referrals
- Provide emotional support and empathetic/active listening
- Utilize available computer systems to research case status
- Document all contacts accurately in Victim Notification System

**Training:** - Successfully complete Victim Services Division Essentials Training

- On the job training
- Ongoing in-service training

**Commitment:** - Minimum of 6 months (volunteer) or one semester (interns)

- 3 hours per week

For more information, contact the Volunteer/Intern Coordinator at (602)506-8522.