

Coos County Crime Victims' Assistance

Volunteer Program

Description of Duties ☒ Office Assistant

Office Assistant volunteers work under the supervision of the Volunteer Program Coordinator. However, any CVA staff member can train a volunteer in a task related to the employee's job responsibilities.

***** It is important to note that your position as a volunteer at the District Attorney's Office puts you in direct contact with individuals who have been victims of crime. It is critical that information regarding cases remains confidential. Volunteers must adhere to the same confidentiality and ethical standards as a paid staff member.***

Volunteer – Office Assistant Team

(Must be 18 years of age and older. A criminal background check is required; a criminal history is not an automatic disqualification, but determined case-by-case).

Purpose:

Provide Director and Victim Advocates with clerical support and assistance. Volunteers receive training to perform the following assistance:

Primary Duties:

- Answer calls in a friendly, caring & professional manner, take messages, field calls appropriately
- Refer to Advocates or appropriate agencies
- Pick-up mail / deliver outgoing mail to mailroom
- Regularly check CVA basket in DA's office
- File victims' rights information and other information into DA's case file
- Call victims to notify them of upcoming court events and proceedings
- Generate and mail letters and notifications to victims
- Learn and use computerized software programs related to the courts
- Close and file CVA victim cases. Create new files
- Compile victim stats. Assist with data entry

Working Environment:

Office Setting; normal business hours at the CVA office located in Coos County Courthouse in Coquille, on the bottom floor. It is necessary to climb stairs to reach courtrooms and other County offices. Dress is casual business attire and comfortable walking shoes.

Coos County Crime Victims' Assistance 250 N. Baxter Coquille, OR 97423 541.396.7545

The USDOJ and Coos County are Affirmative Action/Equal Opportunity Employers and comply with section 504 of the Rehabilitation Act of 1973 . Crime Victims' Assistance operates its program, services and activities in compliance with federal nondiscrimination laws.

Educational Experience:

High School graduate / GED

Required Skills for Both Office Assistant & Advocacy Support Teams:

Good communication skills, friendly and patient demeanor, willing to “jump-in” to help on projects as needed, flexible and willing to work with victims of crime who have been exposed to severe trauma.

Some knowledge of general office procedures; Ability to maintain confidentiality and work with sensitive documents. Ability to work productively and independently. Take instruction and constructive criticism. Identify and set aside personal biases, which could prevent you from providing informed and compassionate services to victims of all crimes. Learn new skills quickly and remain flexible in an often stressful and fast-paced environment. Establish and maintain effective working relationships with members of Victims’ Assistance staff and others at the District Attorney’s Office

Machines Used in Performance of Duties:

PC’s – some computer experience is needed. Multi-line phones, fax machine, copier.

Coos County Crime Victims' Assistance

Volunteer Program

Description of Duties ☿ Court Navigator

Court Navigator volunteers work under the supervision of the Volunteer Program Coordinator.

However, any CVA staff member can train a volunteer in a task related to the employee's job responsibilities.

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Volunteer Court Navigator Team

(Must be 18 years of age and older. A criminal background check is required; a criminal history is not an automatic disqualification, but determined case-by-case).

Purpose:

Volunteers provide the Director and Victim Advocates support by accompanying victims to court hearings, and answering questions related to various court events. Court Navigators also assist with general Advocacy Support, when there are no upcoming court hearings.

Primary Duties:

- Accompany victims to court
- Send copies of judgements to victims for closed cases
- Notify victims as requested of upcoming court dates and other judicial proceedings
- Be informed on victim issues, and be prepared to speak with victims, answer questions
- Provide emotional support
- Collect and record program stats for grant funding purposes

Working Environment:

Office Setting; normal business hours at the CVA office located in Coos County Courthouse in Coquille, on the bottom floor. It is necessary to climb stairs to reach courtrooms and other County offices. Dress is casual business attire and comfortable walking shoes.

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Educational Experience:

High School graduate / GED

Required Skills for Office Assistant, Advocacy Support and Court Navigator Teams:

Good communication skills, friendly and patient demeanor, willing to “jump-in” to help on projects as needed, flexible and willing to work with victims of crime who have been exposed to severe trauma.

Some knowledge of general office procedures; Ability to maintain confidentiality and work with sensitive documents. Ability to work productively and independently. Take instruction and constructive criticism. Identify and set aside personal biases, which could prevent you from providing informed and compassionate services to victims of all crimes. Learn new skills quickly and remain flexible in an often stressful and fast-paced environment. Establish and maintain effective working relationships with members of CVA staff and others at the District Attorney’s Office.

Machines Used in Performance of Duties:

PC’s – Some computer experience is needed. Multi-line phones, fax machine, copier.

Coos County Crime Victims' Assistance

Volunteer Program

Description of Duties ⌘ Advocate Support

Advocate Support volunteers work under the supervision of the Volunteer Program Coordinator. However, any CVA staff member can train a volunteer in a task related to the employee's job responsibilities.

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Volunteer Advocacy Support Team

(Must be 18 years of age and older. A criminal background check is required; a criminal history is not an automatic disqualification, but determined case-by-case).

Purpose:

Volunteers provide the Director and Victim Advocates with advocacy support as needed, and receive training to perform clerical duties including the following:

Primary Duties:

- Provide victim rights information to victims
- Send copies of judgements to victims for closed cases
- Notify victims as requested of upcoming court dates and other judicial proceedings
- Be informed on victim issues, and be prepared to speak with victims, answer questions
- Make referrals on behalf of victims to other local agencies as needed
- Accompanying victims to court and prosecution interviews
- Provide emotional support
- Collect and record program stats for grant funding purposes

Working Environment:

Office Setting; normal business hours at the CVA office located in Coos County Courthouse in Coquille, on the bottom floor. It is necessary to climb stairs to reach courtrooms and other County offices. Dress is casual business attire and comfortable walking shoes.

Educational Experience:

High School graduate / GED

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Required Skills for Both Office Assistant & Advocacy Support Teams:

Good communication skills, friendly and patient demeanor, willing to “jump-in” to help on projects as needed, flexible and willing to work with victims of crime who have been exposed to severe trauma.

Some knowledge of general office procedures; Ability to maintain confidentiality and work with sensitive documents. Ability to work productively and independently. Take instruction and constructive criticism. Identify and set aside personal biases, which could prevent you from providing informed and compassionate services to victims of all crimes. Learn new skills quickly and remain flexible in an often stressful and fast-paced environment. Establish and maintain effective working relationships with members of CVA staff and others at the District Attorney’s Office.

Machines Used in Performance of Duties:

PC’s – Some computer experience is needed. Multi-line phones, fax machine, copier.