

**THORNTON/NORTHGLENN VICTIM SERVICES UNIT  
VOLUNTEER VICTIM ADVOCATE  
JOB DESCRIPTION**

**NATURE OF WORK:**

Volunteers provide on-scene contact with victims of violent crime and persons in need of assistance. They provide immediate crisis intervention, individual and family support, information about the criminal justice system, agency referrals, aide in acquiring emergency shelter and facilitating other immediate needs of victims.

**GENERAL RESPONSIBILITIES:**

Each volunteer is required to take a minimum of three 12-hour shifts per month, including holidays. Volunteers are required to respond within 25-30 minutes of dispatch contact. Volunteer must be available by telephone during assigned shifts, complete and turn in all required paperwork, attend quarterly meetings and complete two ride-alongs within a year time frame (one in each city). Annual driver's license checks are completed.

**QUALIFICATIONS - Volunteers must:**

- Be at least 21 years of age
- Be able to undergo and pass a background investigation
- Be a holder of a valid Colorado driver's license with a good record, a valid vehicle insurance
- Be compassionate and non-judgmental with victims of crime
- Be able to maintain confidentiality
- Have strong interpersonal skills
- Have self-motivation
- Flexible and eager to learn
- Be able to perform under emotional and adverse conditions
- Be able to respond to a variety of different locations
- Be willing to commit to at least 12 months.
- Must live within a 25-30 minute response time to the Thornton Police Department

**TRAINING AND EVALUATION:**

Volunteers must complete 40 hours of initial training provided by the 17<sup>th</sup> Judicial Volunteer Academy, a minimum of three shifts of shadowing a staff or volunteer advocate, and a minimum of three-hours of shadowing in Dispatch. Volunteers continue updating skills by attending mandatory quarterly in-service training and voluntary attendance of workshops and seminars available through the unit.

**EQUIPMENT PROVIDED BY UNIT (All equipment must be returned once leaving the unit):**

- Two-way radio
- Reference manuals
- Cellular phone

- GPS
- Call-out box & Call-out folder
- Polo's: Unit polo's must be worn when responding on-scene.

**EQUIPMENT PROVIDED BY VOLUNTEER**

- In-residence telephone or cell phone
- Reliable transportation
- Automobile liability insurance
- Valid Driver's License

**WORKING RELATIONSHIPS**

Volunteers receive general supervision from the Victim Services Supervisor and on-going support from the Units Staff Advocates, have frequent contact with patrol officers, detectives, department employees, individuals in other jurisdictions, individuals in supporting agencies, and the general public. Volunteers are expected to maintain a professional rapport with all contacts and are considered a representative of the police departments.

**WORKING CONDITIONS**

Work is performed in an office environment and in the field. Stress may be caused by contact with distraught subjects who are victims of various types of crimes.

**ENVIRONMENTAL CONDITIONS**

Volunteers are required to respond to crisis calls in all weather conditions.

**BENEFITS**

- Volunteers are reimbursed mileage related to performing responsibilities within the scope of their volunteer work. The City of Thornton will determine mileage reimbursement annually.
- Free training opportunities to include a variety of topics related to the criminal justice system and victimization.
- Victim Advocacy experience

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**For more information or to apply contact:**

Victim Services Unit Coordinator  
Thornton/Northglenn Police Departments  
O: 720-977-5172