

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

<b>Position Code</b> 1. DEPTALTEX98Y
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## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

<b>2. Employee's Name (Last, First, M.I.)</b> VACANT	<b>8. Department/Agency</b> STATE POLICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Professional Development Bureau
<b>4. Civil Service Position Code Description</b> Departmental Analyst-E	<b>10. Division</b> Office of Behavioral Science
<b>5. Working Title (What the agency calls the position)</b> Victim Advocate	<b>11. Section</b> Victim Services Section
<b>6. Name and Position Code Description of Direct Supervisor</b> LEIGHTNER, ABIGAIL E; DEPARTMENTAL MANAGER-2	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> TRACIE WEBB – STATE OFFICE ADMINISTRATOR 17	<b>13. Work Location (City and Address)/Hours of Work</b> Various / Monday-Friday 8am-5pm

**14. General Summary of Function/Purpose of Position**

This position will serve as a Victim Services Program (VSP) Advocate with the Michigan State Police (MSP). The VSP Advocate maintains the VSP at assigned post location and serves as the main contact person for victims. The VSP Advocate answers questions and concerns that victims may have, advising of issues arising in the case, and assisting in the investigation and prosecution of these cases in a victim-centered manner. The VSP Advocate assesses the needs of persons served, determines the types of referrals and services needed, and coordinates the provision of those referrals and services. This position also serves as a liaison with criminal justice professionals and community agency representatives in order to address the rights of and access to processes and services for crime victims. The VSP Advocate must have the ability to handle sensitive issues and information in a confidential manner. This position must function in a bias free manner.

**15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.**

**List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.**

**Duty 1**

**General Summary:**

**Percentage: 70**

Provide Victim Advocacy within the assigned geographical location in conjunction with the Michigan State Police. Work alongside victims throughout the judicial process of a case.

**Individual tasks related to the duty:**

- Review incident reports for file classes served by the VSP.
- Determine the victims that should be contacted to offer VSP services.
- Provide outreach, referrals, and advocacy to crime victims. Completes detailed documentation and data entry related to services provided.
- Contact victims to offer VSP services and explain the steps in the process, including investigative steps and potential court proceedings where appropriate.
- Serve as a contact point whom the victim can see or call throughout the duration of the case.
- Maintain relationships with local community and social services organizations and, when it becomes necessary, out-of-state and out-of-state social services organizations, and refer victims to such resources when appropriate.
- Provide advocacy on behalf of victims including, but not limited to, housing, medical, and transportation needs.
- Complete initial assessments and prepares client case intake.
- Understand, uphold, and assist in the education and exercise of victims' rights per statutory and constitutional laws.
- Develop, record, and implement client service plans which focus on education on the dynamics of domestic and sexual violence.
- Coordinate with law enforcement and Prosecutors Offices to keep victims updated on case information, including date, time, and place of all court appearances.
- Attend law enforcement interviews and/or court proceedings with victims.
- Attend meetings between the victim and the assigned attorney. Assist law enforcement and the attorney in victim contact.
- Record progress notes and units of service.
- Identify issues, barriers, and opportunities; and recommends strategies to address program constraints. Provides the sub-unit and unit managers with recommendations to enhance and improve the VSP.
- Develop print materials and keep up to date with Michigan-specific information, laws, and resources for victims.
- Utilize print materials to initiate outreach and service delivery to victims of crime.
- Participate in meetings, trainings, and webinars.
- Complete continuous education/training related to position, which also includes attend trainings on victim's advocacy as directed by department supervisors.
- Maintain specific and precise knowledge of the provisions and requirements of the Michigan Crime Victim's Right Act, MCL 780.751 et seq.

**Duty 2**

**General Summary:**

**Percentage: 25**

Develop new partnerships to refer victims to needed services and identifies gaps in service.

**Individual tasks related to the duty:**

- Research and develop partnerships with victim service providers, community agencies, protective services agencies, faith-based organizations, and legal services providers for referral purposes by attending local meetings and meeting with key personnel.
- Utilize partnerships to refer victims to needed services and to track those referrals to document strong partnerships and gaps in service.
- Serve as a liaison with advocacy groups, clinical and other service providers, community outreach services, and law enforcement personnel.
- Develop community awareness/education materials.

**Duty 3**

**General Summary:**

**Percentage: 5**

Miscellaneous and other duties, as assigned.

**Individual tasks related to the duty:**

- Other job-related duties as assigned by manager(s) and/or the Grants and Community Services Division Director.

**16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**

This position provides referrals to community, mental health and/ or social services organization. The incumbent is expected to be well versed in the criminal justice system, and thus will independently advise the victims of the steps in the

adjudication of criminal cases.

Personal discretion is used during routine work assignment issues, tasks, and projects. Independent judgment is necessary regarding the importance of information to be transmitted to the sub-unit manager. Work is performed independently under the general guidelines from the sub-unit manager. Determines the initial importance, confidentiality, and priority of inquiries and correspondence. Decisions could impact the division, bureau, and other MSP staff.

**17. Describe the types of decisions that require the supervisor's review.**

This position is not responsible for making decisions about how the case is to be investigated or prosecuted. His or her function is to assist the victim.

When instructions are not clear, for interpretation of policies and/or procedures, for issues that are highly sensitive or precedent setting, and/or a decision impacts departmental and/or division goals. When questions require a complex answer.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Most physical effort involves driving to various courts, meetings, and training offsite. The position requires sufficient mobility to work in a normal office setting and use standard office equipment. Office work includes the use of a personal computer, telephone, fax, general office, and audio-visual equipment. Standing, sitting, typing, writing, walking, stooping, kneeling, carrying, and bending are all physical tasks that may be performed occasionally.

Stressful conditions and heavy workload at various times throughout the year due to influx of victims may occur. Tact, courtesy, and ability to maintain composure and initiative are required. Must have the ability to handle sensitive issues and information in a confidential manner.

**19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**

**Additional Subordinates**

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

Yes

**23. What are the essential functions of this position?**

This position will serve as a Victim Services Program (VSP) Advocate with the Michigan State Police (MSP). The VSP Advocate maintains the VSP at assigned post location and serves as the main contact person for victims. The VSP Advocate answers questions and concerns that victims may have, advising of issues arising in the case, and assisting in the investigation and prosecution of these cases in a victim-centered manner. The VSP Advocate assesses the needs of persons served, determines the types of referrals and services needed, and coordinates the provision of those referrals and services. This position also serves as a liaison with criminal justice professionals and community agency representatives in order to address the rights of and access to processes and services for crime victims. The VSP Advocate must have the ability to handle sensitive issues and information in a confidential manner.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

Conversion of classification to best reflect the accurate duties and responsibilities of this position.

**25. What is the function of the work area and how does this position fit into that function?**

The VSP Advocate in this position will serve to assist the attorneys and investigators with the victim outreach and notification, and, at the same time, provide victim(s) in such cases with additional advice on how to obtain additional services that victims of in such cases often find themselves. This will allow the attorneys and law enforcement to focus on the case, while knowing that the needs of the victims (both required by law and those needed by the nature of the case(s) are being addressed by a professional victim advocate.

The Grants and Community Services Division manages and oversees state and federal funding (both formula and competitive) from application to audit. The division is the single point of contact within the MSP on grant related tracking and issues. The departmental analyst is an essential position within the division, overseeing the victim services grant programming and day-to-day tasks.

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Possession of a bachelor's degree.

Degree in behavioral science, child, family and human relations, clinical psychology, community or consumer services, family and consumer resources, guidance and counseling, home economics, human or family ecology, human development or services, human resources development (human services), organizational behavioral science, psychology, rehabilitation counseling or administration, social science, or social services is preferred but not required.

**EXPERIENCE:**

**Departmental Analyst 9**

No specific type or amount is required.

**Departmental Analyst 10**

One year of professional experience.

**Departmental Analyst P11**

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

**Alternate Education and Experience**

**Departmental Analyst 9 - 12**

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Policies, practices, and procedures within the criminal justice system.
- Domestic and sexual violence patterns of abuse.
- Advocacy groups, clinical and other service providers, and community outreach services.
- Computer equipment to include word processing, spreadsheets, databases, and a variety of software packages.
- Correct English usage, spelling, and punctuation.

Skills in:

- Assessing the needs of persons served.
- Determining types of referrals and services indicated for crime victims, witnesses, survivors, and co-victims.
- Obtaining information from persons served and other sources.
- Problem-solving and decision-making.

- Advanced verbal and written communication skills, and knowledge with Microsoft Office software to include Word, Excel, Access, and PowerPoint.

Ability to:

- Maintain composure during periods of heavy workloads, multiple priorities, and tight deadlines.
- Handle sensitive issues and information in a confidential manner.
- Explain legal issues, terms, court appearances, and processes.
- Understand and apply the overall mission of the MSP, bureau, and division.
- Work independently.
- Manage time well and meet timelines.
- Communicate effectively.
- Establish and maintain effective working relationships with persons served by the MSP, employees and officials of the MSP, representatives of outside agencies and providers, and the general public.
- Follow instructions and show respect to supervisors and co-workers.

**CERTIFICATES, LICENSES,  
REGISTRATIONS:**

N/A

**NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.**

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

***I certify that the entries on these pages are accurate and complete.***

ALYSSA HANSES

2/6/2025

\_\_\_\_\_  
Appointing Authority

\_\_\_\_\_  
Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date