



**PUEBLO OF ISLETA**  
**HUMAN RESOURCES DEPARTMENT**  
**P.O. BOX 1270, ISLETA, NM 87022**  
**PHONE: (505) 869-7584 FAX: (505) 869-7579**  
**EMAIL: [poiemployment@isletapueblo.com](mailto:poiemployment@isletapueblo.com)**

**VACANCY ANNOUNCEMENT**

**POSTING NO: 154007-25**

**OPENING DATE: 08/07/2025**

**CLOSING DATE: 11/04/2025**

**POSTED: IN/OUT**

**POSITION:** Victim Advocate Program Administrator  
**PAY GRADE:** E4 (\$23.91 - \$33.48)  
**FLSA STATUS:** Exempt  
**POSITION TYPE:** Full Time  
**FUNDING SOURCE:** Grant Funded  
**DEPARTMENT:** Tribal Administration  
**REPORTS TO:** Governor  
**BACKGROUND LEVEL:** Child/Elder

**JOB PURPOSE:** Administers the Victim Advocate Program by supervising, tracking deadlines, applying for and managing grants, and maintains internal office organization. Ensures that services to victims of crime are comprehensive, culturally appropriate, and confidential. Demonstrates strong leadership qualities and must be able to supervise, motivate and support a team. Ensures that the Victim Advocate Program is successfully providing on-scene crisis intervention, advocacy and assistance to victims, witnesses and survivors of violent or non-violent crimes for the Pueblo of Isleta. May provide direct services to victims, when necessary to support the victim advocate in managing the caseload.

*This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.*

**JOB DUTIES:**

- Manages the Victim Services Program and supervises the Victim Advocate(s).
- Applies for and manages grants, which may include Department of Justice grants, and shall meet grant deliverables and expectations with quality work product.
- Complies with financial requirements of the Pueblo of Isleta and all applicable grant financial requirements.
- Approves and prepares educational leave packets and ensures that training complies with grant requirements.



- Reviews processes and practices of the Victim Services Program and initiates change that will improve services to clients.
- Maintains statistical data for grant reporting; prepares reports documenting casework.
- Communicates effectively with team and other service providers both verbally (in person and by telephone) and electronically (Email/Text/Microsoft Outlook), in order to obtain and disseminate information properly.
- Reviews and assesses violent crime reports as reported to the police by victims, victim's family members and/or witnesses.
- Provides emotional support and crisis intervention for victims of crime.
- Responsible for initial and follow up contact with victims, victim's family members and/or witnesses.
- Assists victims in understanding and coping with their situations and contacting pertinent parties such as friends, family, health care professionals, law enforcement officers, attorneys and service providers.
- Provides information regarding legal process, referral to needed resources (i.e. shelter care, treatment and education programs, legal assistance, financial aid), and investigation process.
- Makes appropriate referrals to community-based resources/services to address identified needs.
- Coordinates and attends meetings with victims to provide necessary support, when needed.
- Provides emergency support services such as developing a safety plan or addressing immediate safety needs.
- Provides victims with an explanation about victim rights and factual updates of the investigation and criminal proceedings.
- Assists clients in completing and filing protective orders; attends protective order hearings and other court proceedings with client.
- Assists victims and their families with victim compensation and financial assistance applications, appeals, restitution process or civil remedies.
- Researches and compiles lists of community resources available to victims.
- Develops and maintains information packets for victims.
- Acts as liaison between victims and witnesses, Pueblo of Isleta Police Department, and other law enforcement agencies, Prosecutor(s), Social Services, Behavioral Health, Tribal Courts and any other outside agencies as necessary.
- Maintains current case files, documents all interaction with clients and treatment providers.
- Must participate in all necessary trainings on current trends and practices related to victim services.
- Performs other duties as assigned and as needed.

#### **SUPERVISION RESPONSIBILITIES:**

- Supervises Crime Victim Advocate(s) and provides clear guidance, direction, assistance, and discipline if necessary. Will work to strengthen identified professional goals for victim advocate.

**MINIMUM QUALIFICATIONS/REQUIREMENTS:**

- Bachelors' Degree from an accredited college/university in Criminal Justice, Sociology, Psychology or a behavioral science preferred.
- A minimum of one-year experience supervising.
- A minimum of one-year experience working with crime victims.
- Fluency in the Tiwa language preferred.
- Valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

**KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:**

- Knowledge of tribal government and pueblo customs and traditions.
- Knowledge of the Pueblo's judicial system and other judiciaries.
- Knowledge of grant reporting requirements and federal grant management system.
- Skill in communicating effectively both verbally and in writing.
- Skill in making effective decisions in emergency situations.
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Skill in operating various word-processing, spreadsheets, and database software programs.
- Ability to draft reports, documents, and charts.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet multiple deadlines.
- Ability to demonstrate moral character, honesty, tact, fairness, lack of prejudice and desire to help when dealing with the public.
- Ability to work extended hours and various work schedules and be able to work on a 24 hour on call basis as required.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to make solid decisions and exercise independent judgment.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to prepare accurate, complete and legible reports and present detailed, accurate and objective oral presentations response to questions.
- Ability to accept the dangers and stresses, regimentation, discipline, and time demands of working with adult and juvenile victims.
- Ability to understand, identify and comply with supervisory chain of command.

**PHYSICAL DEMANDS:**

- Must be able to sit and stand for long periods of time. Must be able to listen and talk on the phone for long periods of time.



- Must be able to travel long distances in a vehicle and/or airplane.
- Position requires frequent lifting of 25 lbs.

**WORK ENVIRONMENT:**

- Work is performed in a typical interior office, clients' home or courtroom environment.
- Exposure to behavioral problems and other risk situations that may require crisis management skills and training in techniques by which to protect self and client.
- Evening, weekend, and/or holiday work will be required and must be on call for emergencies as required.
- Noise level is usually moderate.

**PREFERENCE:**

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.