



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 154006-25

OPENING DATE: 12/16/2025

CLOSING DATE: Open Until Filled

POSTED: IN/OUT

POSITION: Victim Advocate
PAY GRADE: NE4 (\$18.78/hr. - \$25.35/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: Grant Funded
DEPARTMENT: Tribal Administration
REPORTS TO: Victim Advocate Program Administrator
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Advocates for victims by providing information and assistance to clients. Works as part of a team, under the direct supervision of the Program Administrator. Provides direct services to victims including crisis intervention and advocacy. Works closely with service providers to provide wrap around services and to ensure that survivors of violent or non-violent crimes at the Pueblo of Isleta are supported from the point of victimization throughout the legal process.

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:

- Provides emotional support and crisis intervention for victims of crime.
- Responsible for initial and follow up contact with victims, and victim's family members as legally allowed.
- Responsible for communicating and updating immediate supervisor, Prosecutor, and other appropriate providers about on-call cases.
- Assists victims in understanding and coping with their situations and contacting pertinent parties', family, health care professionals, law enforcement officers, attorneys and service providers as legally allowed.

- Provides information directly to victim(s) regarding the various legal systems and their process, referrals 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 any identified needs, that emphasize on trauma care.
- Coordinates meetings and may attend meetings with victims to provide necessary support.
- Provides emergency support services such as developing a safety plan or addressing immediate safety needs.
- Explains victim rights and provides factual updates of the investigation and criminal proceedings to the victims.
- Assists clients in completing and filing protective orders; attends protective order hearings and other court proceedings with client.
- Assists victims or their families with victim compensation and financial assistance applications, appeals, restitution process or civil remedies.
- Acts as liaison between victims, Pueblo of Isleta Police Department, Other Law Enforcement Agencies, Prosecutor(s), Social Services, Behavioral Health, Tribal Courts and any other outside agencies as necessary; must receive approval from immediate supervisor prior to committing the program or the Pueblo to any projects, events, meetings, etc.
- Works with all identified victims, or in the event of a conflict makes active efforts to ensure that client(s) are provided with assistance and any necessary services.
- Maintains paper and electronic case files, documents all interaction with clients and treatment providers.
- Communicates effectively with team and other service providers both verbally and electronically (Email/Text/Microsoft Outlook).
- At the direction and approval of immediate supervisor may assist when needed to apply for grants and to meet grant deliverables and deadlines.
- Maintains a current list of community resources available to victims.
- Maintains a positive attitude and is proactive in resolving problems.
- Must identify and provide to immediate supervisor yearly professional goals to advance advocacy skills.
- Performs other duties as assigned and as needed.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- A minimum of one-year experience working with crime victims to the public sector as a provider of sort.
- Must be able to successfully complete the forty (40) hours of Core Advocacy Training provided by the New Mexico Coalition Against Domestic Violence (NMCADV) or Coalition to Stop Violence Against Native Women (CSVANW) Office of Victims of Crime within six (6) months of employment.
- 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.
- Knowledge of the Pueblo's judicial system and other judiciaries.
- Knowledge of Trauma Care.
- Knowledge of pueblo customs and traditions.
- Knowledge with the culture differences amongst the various Native American Tribes.
- Skill in making effective decisions in emergency situations.
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Skill in communicating effectively verbally and in writing.
- Skill in operating various word-processing, spreadsheets, and database software programs.
- 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 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 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 attend trainings as approved by immediate supervisor and must be willing to provide a written/verbal report to immediate supervisor.
- Ability to perform and participate in community outreach projects/community projects upon approval and assignment by immediate supervisor.
- Ability to accept the dangers and stresses, regimentation, discipline, and time demands of working with adult and juvenile victims.
- Ability to work part of a team.
- Ability to support the long-term goals of the Victim Services Program.
- 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.
- 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.