

VICTIM/WITNESS SPECIALIST

Class Code: 219

Range: 22

Definition: Under supervision to assist in administering all aspects of the Jackson County Victim/Witness Program and client services; to coordinate the volunteer program to assist victims of crimes; to maintain statistical data and other work required to support the department; and to perform other staff assistance work as required.

Distinguishing Features: The Victim/Witness Specialist is a journey level class. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Employees receive general instructions regarding the scope of and approach to projects or assignments, but procedures and techniques are left to the discretion of the employee. Work is normally reviewed only upon completion and for overall results; performance is measured by completion of work accurately and adherence to policies.

Examples of Essential Duties:

The following duties represent the principal job duties, however, they are not all-inclusive. Other duties may be required or assigned.

- Coordinate the volunteer victim advocacy teams; recruit, train and monitor the work of volunteers.
- Initiate contact with victims and/or witnesses in felony and misdemeanor criminal cases by letter, telephone, and/or interview; explain criminal justice system, statutes and procedures; advise clients of rights and advantages. Provide initial contact and on-going liaison between the victim and the Prosecutor's office.
- Provide advocacy, crisis counseling, and information to the victim/witness throughout the process; provide information regarding the progress of the case, court dates, changes, status of restitution, victim's right to address court at sentencing and the final disposition; act as liaison between victims and law enforcement agencies.
- Assist in the design modification and implementation of advocacy project for victims; prepare statistical reports; collect and evaluate data for monitoring reports and current projects; assist in the preparation of public information as it pertains to volunteer management; and provide educational information to police agencies, attorneys and medical personnel.
- Work closely with attorneys to arrange appointments and appearances at trial and hearings; coordinate schedule and travel arrangements; attends interviews and court with victim providing emotional support.
- Interface with social agencies providing victim support services and refers victims for appropriate short and long term needs; assist clients in completing complex forms and applications necessary to receive services.

Auxiliary Duties:

The following duties represent duties that are generally performed by this position, but are not considered the principal job duties.

- Serve on committees
- Performs other related duties as assigned.

Qualifications:

Minimum Qualifications: Any combination of education and experience equivalent to a Bachelor's degree in social sciences or related field. Bachelor's degree preferred. Two years progressively responsible advocacy experience in legal or social services or counseling experience.

Knowledge, Skills and Abilities: Requires a thorough knowledge of and ability to explain judicial procedures, case processing, work related laws and codes, and legal terminology. Knowledge of dynamics of violence, victimization, crisis counseling, victim's rights, office and basic bookkeeping practices and procedures. Excellent oral and written communications skills to establish rapport and to deal effectively with victims, attorneys, the general public, other county offices and agencies, often under stressful conditions, using courtesy, tact and good judgement. Skill in operating standard office equipment such as typewriter, computer terminal, word processor, calculator and photocopier. Ability to work quickly, accurately and thoroughly with close attention to detail to meet deadlines; to work independently, prioritizing and organizing work with a minimum of supervision; to establish and maintain filing and record keeping systems; to make accurate mathematical calculations, and ability to collaborate with social service agencies in the community.

Special Requirements: *Performance of the essential duties of this position include the following physical demands and/or working conditions:*

Ability to work in an office environment; requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; may require some moderate lifting, bending, reaching, kneeling and some climbing of stairs; sufficient hand/eye coordination to perform semi-skilled repetitive movements such as operating office equipment; may have slight exposure to communicable diseases and hazardous material. A physical hazard may occur from agitated defendant awaiting or during trials or hearings.

License or Certificate: Current and valid state driver's license.