

VICTIM ASSISTANCE COORDINATOR

FLSA STATUS - Non-exempt

DESCRIPTION OF WORK

Under general direction of the Police Sergeant or assigned supervisor, coordinates and delivers services to victims of crimes and related incidents.

DUTIES-EXAMPLES OF WORK

ESSENTIAL DUTIES:

Coordinates the program of crisis responses to the victims of crimes; trains and leads volunteers and interns and recruits volunteers; responds to victims of crimes and incidents and provides services on an on-call basis at all hours and days, and assists victims; advises victims in the operation of the justice system; provides liaison between victims and attorneys; maintains records and compiles monthly and periodic reports on data regarding the victim assistance program; drafts and submits applications for grants to assist in funding of victim assistance programs; appears before groups and provides information, educational material and training regarding the victims programs.

OTHER DUTIES: Prepares and submits budget requests; performs related duties as determine to be needed.

QUALIFICATIONS

Knowledge of criminal justice system and victim assistance programs.

Knowledge of state laws pertaining to crime and victim assistance provisions.

Knowledge of the cycle of violence and trauma.

Ability to effectively communicate both orally and in writing.

Ability to think clearly and logically under stress situations and arrive at sound decisions.

Ability to counsel effectively.

Ability to work under stress and in traumatic situations.

Ability to keep accurate records.

Ability to effectively lead and supervise a staff of volunteers.

Ability to establish and maintain effective working relationships with attorneys, victims, court officials, other agencies and the public, and to display diplomacy with victims and their families.

PHYSICAL AND SENSORY REQUIREMENTS

Ability to perform sedentary physical work and to lift and carry up to 10 pounds, occasionally 25 pounds;

Ability to stand, walk, sit, ride, bend, kneel, reach and perform similar body movements;

Possesses hand/eye/foot coordination adequate to operate office equipment including a computer and a vehicle;

Ability to talk and hear in person and by telephone and two-way radio;

Ability to see and read instructions, observe crime scenes, and characters on a computer screen.

EXPERIENCE AND TRAINING

Any combination of experience and training equivalent to graduation from high school and two years of experience in working in a crisis intervention type of program including counseling; additional training or course work is desirable.

SPECIAL REQUIREMENTS: Certification in Trauma Assistance and/or Counseling is desirable; possession of a valid driver's license.