

## **VICTIM/WITNESS CLAIMS SPECIALIST I/II**

### **DEFINITION**

Under general supervision, determines the eligibility of applicants for compensation through the California Victim Witness Program, which includes verifying and processing applications for various losses from victims against persons and entering the information into a computer based eligibility system within State mandated deadlines; performs related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

**Victim/Witness Claims Specialist I** is the entry-level class of the Victim/Witness Claims Specialist series. Initially under close supervision incumbents receive in-service training, and are given detailed instructions regarding their duties. During the first year of employment incumbents are required to successfully complete the four week certification training provided by the California Victim Compensation Program. Certification must be completed prior to assignment of a caseload. This class is alternately staffed with Victim Witness Claims Specialist II, and incumbents may advance to the higher level after gaining experience and proficiency and receipt of certification of completion from the California Victim Compensation Board of the required four week training program.

**Victim/Witness Claims Specialist II** is the journey level of the series, fully competent to perform the full range of Claims Specialist duties. Incumbents are expected to manage a full caseload independently, referring only non-procedural questions to their supervisor. This class is distinguished from Victim/Witness Program Coordinator in that the latter is a supervisory class with overall responsibility for the Victim/Witness Program in a specified geographic area. It is further distinguished from Victim/Witness Program Specialist in that the latter provides support and counseling services to clients from crisis intervention through legal processes.

### **EXAMPLES OF DUTIES (Illustrative Only)**

- Determines client eligibility in accordance with State government program regulations for initial and/or ongoing assistance through the California Victim Compensation Program.
- Verifies client information for accuracy, completeness and consistency.
- Instructs clients in the completion of various forms, advises clients of deadlines and timeframes and assists clients who have not taken necessary actions within the required time frame.
- Explains program benefits, requirements and procedures, including eligibility to clients.
- Reviews law enforcement reports, medical reports and other documentation submitted for accuracy, completeness and compliance with program rules and regulations in order to

substantiate client eligibility and losses.

- Establishes and accurately maintains multiple case files, including regular updates and review of all communication and contacts with clients, court updates, and restitution follow-up.
- Contacts employers and reviews documentation submitted regarding loss of wages.
- Completes forms and submits documentation with recommendations to the appropriate governmental agency for payment.
- Provides factual information regarding program policies, rules and regulations to clients and others.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic terminology and concepts related to the criminal justice system.
- Related social service programs, such as life and auto insurance, MediCal, MediCare, State Disability Insurance, workers compensation and Social Security.
- Office practices and procedures, including filing and the operation of standard office equipment.
- Basic record keeping practices and procedures.
- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Basic business data processing principles and the use of word processing or personal computing equipment.

### **Skill in:**

- Assisting victims of crimes in obtaining restitution for loss of income or in reimbursement of medical and other expenses.
- Interpreting, explaining and applying laws, rules and regulations governing the eligibility of applicants to diverse clients.
- Using fact finding techniques and performing in-depth analysis of applications.
- Determining appropriate course of action in emergency situations.
- Entering data accurately into a computerized system, navigating through computer screens and completing basic computer generated documents.
- Using personal computers and related software programs.
- Following directions and instructions, both orally and in writing.
- Preparing complete and accurate records, correspondence and other written materials.
- Maintaining accurate records and files.
- Using sound independent judgment within established policy and procedural guidelines.
- Providing quality service to individuals who may be angry, hostile or emotional.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **Education and Experience:**

**Victim/Witness Claims Specialist I:** Two years of experience performing clerical duties OR one year of determining eligibility for loans, financial assistance, unemployment benefits, or insurance claims processing. Successful completion of 60 semester units or 90 quarter college units may be substituted for the required experience.

**Victim/Witness Claims Specialist II:** In addition to the above, one year of experience as a Victim Claims Specialist I, and certification of completion of required training from the State of California Victim Compensation Board

**NOTE:** The above qualifications are typically accepted ways of obtaining the required knowledge and skills.