



VICTIM / WITNESS PROGRAM COORDINATOR

DEFINITION

Under general direction, plans, organizes, and supervises the Victim/Witness Assistance Program (Program) in accordance with state mandated guidelines and grant funding requirements; maintains State Child Advocacy Center Certification; represents the Program with other County departments, agencies, and community-based organizations; provides broad scope of services to victims of violent crimes; handles the most complex cases; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel. Exercises general supervision over assigned lower level staff.

CLASS CHARACTERISTICS

This is a full supervisor-level classification in the Victim/Witness Assistance Program series. While the Program's direction and policies are provided by the District Attorney, Chief Assistant District Attorney, and Assistant District Attorney, incumbents are responsible for the day-to-day operations and administration of the Program, including staff supervision, budget creation and tracking, training staff, and obtaining and maintaining grants. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, assigns, supervises, and directs the work of Victim/Witness Program Specialists; provides technical assistance to staff.
- Participates in the development of the strategic plan to increase Program exposure and reach.
- Develops and implements Victim/Witness education and information programs; educates the public on the Program and services provided through speaking engagements and public presentations.
- Evaluates employee performance, mentors and guides employee development, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work and safety procedures and in the operation and use of equipment; implements training procedures and standards.
- Works closely with staff of the Office of Criminal Justice Planning to insure program compliance with Penal Code Section 13835.
- Works closely with State Board of Control's Victim of Violent Crime Compensation Program to ensure Program compliance with Penal Code Section 13967.
- Writes grant application(s); manages grant activities; makes appropriate modifications to grant(s); provides necessary fiscal and program evaluation reports to remain compliant with grant requirements.
- Works closely with El Dorado County law enforcement officials and other County departments, including but not limited to Child Protective Services, Adult Protective Services, and the Health and Human Services Agency to coordinate activities involving provision of service to the victims of crime.
- Participates in budget preparation and administration; prepares cost estimates; monitors and control expenditures.
- Proposes, drafts, and maintains compliance with contracts and Memoranda of Understanding between department and outside agencies and vendors.

- Conducts intake evaluations of Program participants; including handling the more difficult situations.
- Reviews and evaluates legislation, codes, and administrative regulations, and develops Program features and procedures to ensure Program effectiveness and compliance with requirements.
- Develops and implements procedures and standards for Program case handling and management.
- Maintains records and prepares a variety of periodic and special reports, in statistical or numerical form, regarding victim/witness program activities and operations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Applicable federal, state, and local laws and regulations.
- Basic principles, practices, and procedures of grant writing and compliance, funding sources, and funds disbursement.
- Principles and techniques of crisis intervention and trauma reduction.
- Advanced psychology and sociology as related to victims of crimes and their needs.
- Functions, processes, and terminology of the criminal justice system.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Evaluate and develop procedures, standards, and methods for the Program based on legislative requirements.
- Perform crisis intervention, trauma reduction, and follow-up counseling assistance.
- Exercise independent judgment within established policy guidelines.
- Prepare clear and concise reports, correspondence, and other written material.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in a counseling-oriented behavioral science program, psychology, social work, sociology, human services, criminal justice, or a closely related field;

AND

Four (4) years of increasingly responsible experience in a victim/witness program, crisis intervention, or closely related paraprofessional counseling, including one (1) year of experience as a lead or supervisor.

Possession of a master's degree from an accredited college or university in social work, counseling, or a closely related field is desired.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a facility and/or office setting; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in a facility or office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work off-hours and be subject to call-back in emergency situations.