*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are* ***not*** *intended to reflect all duties performed within the job.*

**DEFINITION**

Provide on-scene crisis intervention, support, and assistance for victims of crime and personal tragedy; offer emotional support and information about and advocacy within the criminal justice system; act as liaison between victims and witnesses, law enforcement officers, prosecutors, social service agencies, and offices of the courts.

**JOB CLASSIFICATION**

Exempt, Non-Safety Sensitive.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Victim Services Coordinator.

**PRIMARY DUTIES**--*The following are examples of primary duties assigned to positions in this classification. Other related duties and responsibilities may be assigned.*

1. Provide on-scene crisis intervention, support, and assistance for victims of crime and personal tragedy; read and interpret police reports to assess the needs of victims and their families; make appropriate referrals to community-based resources/services to address identified needs; provide emergency support services to address immediate safety needs.
2. Act as liaison between victims and witnesses, law enforcement officers, prosecutors, social service agencies, and offices of the courts; assist with victim impact statements, coordinate necessary meetings and advocate for victims.
3. Ensure victims/witnesses are aware of their rights under the Colorado Victim Rights Amendment; provide updates during the investigation and criminal proceedings; make referrals to other agencies or organizations as warranted.
4. Assist victims or their families with victim compensation and financial assistance applications, appeals, restitution process or civil remedies.
5. Review offense reports and identify citizens who would benefit from available services; create and send victim notification letters and provide follow-up contact if appropriate.
6. Maintain statistical data for grant reporting; prepare reports documenting case management through online tracking system.
7. Assist to write and secure grants for the victim assistance program; forecast funds needed for staffing, equipment, materials, and supplies; allocate resources accordingly.
8. Research and compile community resources; develop and maintain information packets for victims.
9. Provide training and guidance to volunteer victim advocates on policies, procedures, liability and safety issues; assist volunteers with caseloads as needed; assist with Victim Advocate Training Academy.
10. Maintain the monthly on-call calendar to ensure 24 hours/365-day coverage by volunteer victim advocates.
11. Work flexible hours and provide on call coverage.
12. Act as the volunteer support contact as needed.
13. Perform other duties of a similar nature or level.

**QUALIFICATIONS**

**Knowledge of:**

Procedures and operations of a victim assistance program and the State of Colorado’s Victim’s Rights Act.

Principles, practices, and techniques of crisis intervention.

Local community-based services/resources available to crime victims.

Effective communication and listening skills.

Methods and techniques of grant writing and acquisition.

Principles and practices of record keeping.

English usage, spelling, grammar and punctuation.

Modern office technology and equipment, including computers and related software applications.

Applicable Federal, State, and local codes, laws, and regulations.

**Ability to:**

Prepare reports documenting casework.

Assess victim needs and assign volunteers to meet those needs.

Maintain courtesy and tact in stressful or emergency situations.

Deal effectively with victims or witnesses of crime or catastrophic events.

Respond to requests and inquiries from the public and City employees.

Establish and maintain accurate records, logs and files.

Interpret and apply Federal, State and local policies, laws and regulations.

Operate and use modern office equipment including computer and various software applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

*Minimum Requirements:*

**Experience:**

Two (2) years of increasingly responsible administrative experience in the operation of a non-profit or volunteer organization.

**Training:**

High School Diploma or G.E.D.

Other combinations of experience and education that meet the minimum requirements may be substituted.

**License or Certificate**

Possession of, or ability to obtain, a valid Colorado driver’s license.

**WORKING CONDITIONS**

**Environmental Conditions**:

The job is performed in the following working environment:

Field and office environments.

The following condition(s) may be present on a continuing basis:

Local Travel

Environmental (disruptive people, stressful situations, unprofessional contacts)

**Physical Conditions**:

The job is characterized by:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

The following physical activities are very or extremely important in accomplishing the job's purpose and are performed daily:

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk, hear, see and demonstrate manual dexterity. The employee is occasionally required to kneel, stoop, and perform light lifting.