

VICTIM/WITNESS COORDINATOR

Code No. 3-10-054
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for assessing the needs of, and providing support, referral and follow-up services to, crime victims and witnesses to assist them in coping with crises, and the criminal justice system. The employee establishes a working relationship with the victim/witness providing necessary information on court procedures and accompanies the victim/witness throughout the entire court process. The employee works directly with the District Attorneys in assuring coordination between court proceedings and victims/witnesses. The employee reports directly to, and works under the general supervision of, the Chief of Police or other higher-level staff member. The employee may be required to work extended hours due to court schedules. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Conducts research to locate and contact victims/witnesses;

Assesses the needs of victim/witnesses who are recently involved with a crime and provides referral services such as rape crisis and mental health counseling, planned parenthood and alternatives for battered women;

Performs crisis intervention at crime scenes and assesses victim/witness immediate needs;

Informs victims/witnesses of their rights and of the criminal justice process and accompanies them to criminal justice proceedings;

Reviews reports related to particular cases and makes determinations regarding services or compensation for which victims are eligible;

Provides information to victims regarding New York State Crime Victims' Compensation and assists them in preparing required claim forms and affidavits;

Conducts home and hospital visits, some of which are hostile environments, when clients are unable to travel to the work site;

Interviews witnesses, victims, and police;

Acts as liaison with community agencies, court watch programs, police departments, and social service agencies;

Monitors polygraph tests for investigators;

Develops letters, report forms and brochures;

Writes monthly and quarterly reports;

Educates the public in areas of crime prevention and the criminal justice system through personal contact such as talks, speeches, telephone calls, and heading committees;

Provides emotional support to victim/witness and families;

Advocates for victims' rights and increases public awareness of victim/witness needs through Albany legislature correspondence;

Arranges interpreters, transportation, child care, travel plans and lodging accommodations for victim/witness;

Keeps supervisor abreast of victim issues, trends and concerns as well as policy changes by established authority;

Makes recommendations to supervisor regarding internal procedures.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of court procedures and the criminal justice system; good knowledge of current laws and regulations pertaining to victims' rights; good knowledge of human service agencies within the community; good knowledge of the agency's Office policies related to the victim/witness unit; ability to communicate well both orally and in writing; working knowledge of legal terminology; ability to establish effective working relationships with others; ability to give oral and written directions; ability to conduct investigative research to locate victim/witness; ability to conduct effective interviews; ability to deal with all types of individuals in sensitive and traumatic situations; ability to monitor polygraph tests; ability to speak effectively to groups of people; ability to advocate victims' rights; ability to increase public awareness of victim/witness needs through Albany legislature correspondence; dependability; tact; patience; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATONS: Graduation from high school or possession of an equivalency diploma, plus:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree, plus one (1) year of full-time or its part-time equivalent paid experience in responsible public contact work,* community service work, or the court systems**; OR,
- (B) Three (3) years of experience as defined above; OR,
- (C) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

*Responsible public contact work is defined as social welfare-oriented experience in human relations area.

**Acceptable experience in a court system shall include paralegal or legal assistant work which involves direct contact with judges and the court system, writing petitions, or interviewing clients.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

REVISED: January 8, 1987

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