

NEW CASTLE COUNTY GOVERNMENT

Number 0173

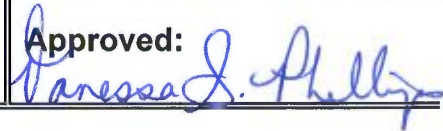
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Date 11/02/17

CLASS SPECIFICATION

Title: VICTIM'S ASSISTANCE OFFICE COORDINATOR

Approved:



GENERAL STATEMENT OF DUTIES: Responsible for coordination of the development and maintenance of a close rapport with available community support services for the victims of crime; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class serves as the coordinating liaison between victims of crime, victim-oriented groups, and the New Castle County Department of Police. Priority response shall be given to victims of domestic violence, child abuse and neglect, elderly abuse and neglect and sexual assault. Assistance to these victims may include referrals to existing support services such as shelters, medical facilities, counseling centers or criminal justice agencies as well as personal contact and intensive support of victims referred by New Castle County Police Officers. This employee must possess strong writing capabilities, organizational skills, and time management as this position will require regular reporting and evaluation of program parameters in measurable terms. This employee works under general supervision.

EXAMPLES OF WORK: (Illustrative Only)

- Participates in the development of on-going training programs concerning the needs and rights of victims of crime;
- Counsels victims of crime and refers them to appropriate social service agency;
- May speak before community groups and serve on task forces or committees as assigned;
- May conduct follow-up by verifying information through phone contact, personal interview and/or computer screening;
- Oversees the on call rotation to ensure 24/7 response for calls as deemed necessary;
- Assigns cases to Victim's Assistance Officers, monitors repeat calls and provides oversight for effective case management;
- Documents, verifies, records and reports client information;
- Utilizes the resources of social services and criminal justice agencies and community resources as a means of dealing with identified problems;
- Reviews policies and procedures and recommends revisions to improve case flow and the efficiency of the unit;
- Maintains, logs, documents and records informational records and reports;
- Answers inquiries and provides information to agencies, clients and other appropriate resources;
- Directs referrals to available victim agencies;

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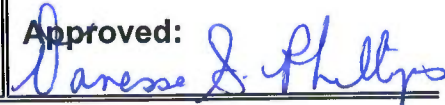
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Title: VICTIM'S ASSISTANCE OFFICE COORDINATOR

Approved:



- May accompany victim through criminal justice proceedings;
- Assists investigating Police Officer in the needs of victim or victim's family;
- Assists in training of Police Officers as to needs of victims involved in certain crimes;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of the principles, practices and methods of social work and the criminal justice system; good knowledge of social, economic and health factors and the manner in which they may affect social behavior; good knowledge of community resources and social service agencies including their functions; good knowledge of the concerns and rights of victims of crime; ability to identify and analyze problems and concerns of victims; ability to develop and interpret case records, and recommend an appropriate course of action; ability to conduct interviews of a sensitive nature; ability to maintain accurate records and to compile and record data; ability to maintain a good working relationship between the Department of Police and the community; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to handle sensitive and/or emergency situations.

MINIMUM QUALIFICATIONS: At least three (3) years' experience as a Victim's Assistance Officer and possession of a Bachelor's Degree from an accredited college or university with major course work in the social/behavioral sciences, criminal justice or closely related field; or an equivalent combination of education, experience or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:

Established: 11/02/17