ASHEVILLE, NORTH CAROLINA

Classification Specification

Victim Services Coordinator
Job Code: 6175
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to provide services for victims of violent crimes, sexual assault and abuse, and domestic crimes and to coordinate related volunteer programs.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides assistance to victims of crimes: reviews crime reports; contacts victim by phone, letter, or field visits; completes intake forms; determines and evaluates victim experiences and needs; makes referrals and recommendations regarding counseling, safety needs and concerns, housing, food and other needs; explains and provides information and assistance regarding criminal justice processes, victim's rights, victim notification of custody status changes and case information, temporary protective orders, compensation and restitution programs, individualized safety plans, mental health services, substance abuse, medical care, etc.; remains in contact with the victim to provide case updates and support; provides crisis intervention as needed; and assists with death notifications, including researching next-of-kin information and providing information regarding post-death needs and services to family members.

Acts as a liaison between crime victims/family survivors and detectives, court personnel, government agency

representatives, claims representatives, counselors, case managers, and other service providers from non-profit and health care agencies: collaborates with prosecutors to ensure the victims voices are heard throughout the pendency of the case; relays victim information and requests; assists with addressing and transportation or safety issues; develops and assists with completing and submitting victim compensation application; and provides information and notification to Child and Adult Protective Services, as required.

Performs community outreach: participates in community-based initiatives; provides information and education on issues related to domestic violence, violent crimes, rape, sexual assault, child abuse, and related issues to the public, law enforcement, and others; serves on a variety of committees and task forces; plans, organizes, and implements events with other community victim advocates; and builds and maintains relationships with community officers and community-based advocates to coordinate services for mutual clients.

Performs related duties in support of unit operations and in compliance with established local, state and federal laws: maintains victim and case information in case management system for statistical, accreditation, and communication purposes; prepares and sends a variety of information regarding services and programs; prepares and submits various reports and statistical data; retrieves necessary documents for incident review; prepares Sexual Assault Evidence Collection Kit notifications to victims of rape and sexual abuse; and provides training to unit and department personnel regarding victim services and advocacy, and unit policies and procedures.

Coordinates volunteers for the Victim Services Unit: recruits and interviews prospective volunteers; processes volunteer applications; facilitates criminal background and fingerprint checks and online security training; trains volunteers; plans, prepares, and supervises volunteer work and provides advice, guidance, and assistance, as needed; coordinates volunteer schedules; coordinates chaplains, including attending chaplain meetings, preparing agendas, taking meeting minutes, and maintaining chaplain on-call schedule; and collects, prepares and submits related reports regarding volunteer hours and activities.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to victim services and advocacy; reads professional literature; and attends meetings, workshops, conferences, and training sessions as required.

Communicates with supervisor, other City employees, the victims, volunteers, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, victim services report, victim compensation application, spreadsheets, case information, volunteer report, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Psychology, Social Work, Counseling, or a related field required; supplemented by five years of experience in victim advocacy, social work, counseling, case management, or related field, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain a valid North Carolina Victim Advocacy Practitioner certification.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provides specialized or professional level counseling and/or medical treatment to others that typically requires certification and/or a bachelor's degree in a specific field.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.