

VICTIM SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class work in the District Attorney's office and coordinate delivery of services to victims of crime. The incumbent acts as an advocate to assure protection of victims' rights, makes referrals to ancillary services and provides individual counseling and support, when appropriate. Employees are responsible for certain administrative duties such as record keeping, budget preparation and completion of scheduled reports. The work is performed under the direct supervision of the District Attorney with leeway allowed for the exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Ensures the provision of services of the District Attorney's office to victims of crimes;
- Keeps victims informed of the status of their cases;
- Provides advocacy for victims of crimes in the criminal justice system;
- Acts as a liaison to facilitate interaction between victims and the District Attorney's office;
- Assists victims in completing forms and paperwork regarding compensation, ancillary services and views toward sentencing;
- Advises the District Attorney's office of any changes in laws regarding victim's rights;
- Provides intake and referral services to crime victims and their families for various social programs;
- Provides counseling to crime victims and their families;
- Provides transportation for crime victims;
- Serves as a member of any crime victim board or committee;
- Speaks to groups and organizations concerning crime victim assistance;
- Serves in any other capacity concerning victims as deemed appropriate by the District Attorney;
- Prepares and maintains a variety of records and reports related to the duties of the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the human services delivery system in the region; good knowledge of the criminal justice system; working knowledge of the Penal Law and Criminal Procedure Law; the ability to establish and maintain successful relationships with people; sensitivity to the reactions of others; good judgment; emotional maturity; ability to develop a working rapport with individuals, families and ancillary service providers; good writing skills; ability to maintain case files and gather data for reports; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school diploma issued by the New York State Education Department **AND -**

Either: (A) Possession of a Bachelor's Degree from a regionally accredited college or university with major work in Criminal Justice, Psychology, Sociology or Human Services or a closely related field and two years of full-time or equivalent part-time experience in providing casework services, one year of which must have included work with the Criminal Justice System;

Or- (B) Possession of an Associate's Degree from a regionally accredited college or university with major work as described in (A) above and four years experience in providing casework services, one year of which must have included work with the Criminal Justice System;

Or- (C) An equivalent combination of training and experience defined by the limits of (A) and (B) above.

NOTE: This position requires possession of a valid NYS Driver's License or access to suitable transportation in order to meet the requirements of the position.

Competitive Class

Adopted 08/22/2000 Personnel Officer

Updated 3/8/2013 – Personnel Officer