



## JOB DESCRIPTION

**Title:** Victim Assistance Coordinator

**Department:** Police

**Reports to:** Chief of Police

**Pay Grade:** 51

**Date Adopted:** November 8, 2016

**Previous Revision Date:**

**Last Revision Date:**

**Type:** ☒ Full Time

☐ Part Time

**FLSA:** ☐ Exempt ☐ Salary

☒ Non Exempt ☒ Hourly

**Union:** ☒ Yes

☐ No

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### Job Summary:

Administer the City's Victim Assistance Program. Work involves developing, implementing, and administering victim programs/services; providing crisis counseling; providing referral services; and interfacing with community organizations involved in crime victim services.

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### Essential Functions:

1. Initiate contact with victims to ensure their understanding of the criminal justice process including their rights as victims. Provide information concerning hearing dates, subsequent disposition; and to identify the availability of resources.
2. Aid victims in areas of crisis intervention, support, education/prevention, treatment and referrals.
3. Furnish immediate services to victims and witnesses who initiate requests. Provide information on case status, restitution, court procedures, etc.
4. Track and attend court hearings on behalf of, or with, victims.
5. Prepare victims for trial and tours courtroom with victim. Explain procedures, expectations, appropriate courtroom demeanor, and answer any questions victims and witnesses may have before and after disposition.
6. Work with victims to identify if restitution is appropriate and prepare motions for restitution.

7. Assist victims in return of property. Contact prosecutor and/or court to ensure victim's property is returned as quickly as possible.
8. Assist victims in completion of Victim Impact Statement. Discuss realistic sentencing possibilities.
9. Act as liaison between prosecutor's office and crime victims. Review victim cases with prosecutor including possible participation as a witness. Inform prosecutor of victim needs and desires concerning sentencing and case resolution. Work to ensure that victim is not further traumatized in criminal justice process and that their utilization as a witness is effective and efficient.
10. Answer questions from victims and witnesses regarding docketing and pre-trial issues.
11. Review and assess current services and networks with other service providers.
12. Recognize and protect confidential information.
13. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours) to communicate with subordinates, supervisors, customers, vendors, and any other persons or organization with whom interaction is required to accomplish work and employer goals.
14. Be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
15. Perform other work which is consistent with the essential functions of the job.
16. Perform other duties as assigned.

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**Education and Special License(s)/Certifications:**

Associates degree in paralegal, social welfare, human resources, or a related field of study or an equivalent combination of formal education and work experience in these areas.

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**Experience:**

Two years of work experience in social work, human resources, law, or a related field with some customer service training, or an equivalent level of experience.

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**Skills:**

1. Good oral and written communications skills.
  2. Good independent judgment.
  3. Personal computer skills.
  4. Ability to read and write.
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**Mental Requirements:**

1. Ability to recognize and protect confidential data.
  2. Ability to empathize with crime victims.
  3. Ability to work in a hectic environment.
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**Physical Requirements:**

1. Ability to operate and input data into a personal computer.
  2. Ability to lift 20 pounds and transport 20 feet.
  3. Ability to make and receive phone calls.
  4. Ability to listen closely.
  5. Visual stamina and acuity adequate to review alpha/numeric data and spend long periods looking at computer screen.
  6. Ability to operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
  7. Hand and eye coordination adequate to input computer data and operate various office equipment.
  8. Ability to sit and be attentive for extended periods of time.
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**Supervisory Responsibility (Direct and Indirect):**

Direct        None

Indirect

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**Disclaimer:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

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Approved:

**Tobias J. Tempelmeyer, City Administrator**

**November 8, 2016**