

## VICTIM SERVICES ASSISTANT - GRANT-FUNDED

### JOB DESCRIPTION

**Classification Responsibilities:** A Victim Services Assistant (VSA) performs highly interactive duties working directly with victims by assisting them to better understand the criminal justice system and by providing service referrals as appropriate. The VSA's duties include: being a liaison between victims and Prosecution and Court staffs; accompanying victims to court proceedings and informing them about their constitutional and statutory mandated victims' rights; notifying victims about restitution eligibility and other economic recovery options available; processing restitution requests and victim impact statements; assisting victims with securing Orders of Protection and Injunctions Against Harassment; assessing the needs of victims and acting as a resource for community service referrals; and engaging in follow-up contact, as needed, with domestic violence victims after case disposition.

The VSA's duties involve data entry and attention to detail including: thorough case documentation, using both paper-based and computer automated case management systems; maintaining statistical records on victims served and services provided; and working with the prosecuting attorneys and staff to improve services to victims. The VSA recommends policy and procedure revisions as deemed necessary to improve the work environment and assists in the training of volunteer staff in Victim Services. The VSA provides training on victim rights and crime victim related issues, facilitates victim related community outreach activities, and performs other duties as assigned.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. This class is supervised by the Supervising Legal Secretary who reviews the employee's work through conferences, reports, and overall results achieved. This class is FLSA nonexempt.

### QUALIFICATIONS

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Social Work, Sociology, Psychology, Criminal Justice, or related field. Good (1 - 3 years) experience in counseling, social work, crisis intervention, criminal justice, or a related field which involves public contact.

**Special Requirements.** For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Bachelor's Degree in Social Work, Sociology, Psychology, Criminal Justice, or related field is preferred. Bilingual (Spanish/English) skills and PC experience with Microsoft Office are highly desirable.

## **ESSENTIAL FUNCTIONS**

One position may not include all of the essential functions, knowledge, and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Strong written and verbal communication skills. Able to set aside personal bias, prejudice, and fears to effectively communicate with and respond to a diverse population of victims, prosecutors, and service providers. Provides pertinent case information to victims and/or representatives. Networks with community outreach organizations to keep updated resource information. Speaks to other agencies and representatives on behalf of the victim to ensure rights and to provide assistance when deemed appropriate/necessary. Maintains confidentiality in all aspects of the position. Encourages participation in the prosecution of crimes by empowering the victim with knowledge and information about the criminal justice process and the various cycles of violence.

**Manual/Physical:** Enters victim data and statistical data into a personal computer (PC). Locates files, updates case log notes, files, and distributes case file documents. Attends court hearings with victims. Operates a variety of standard office equipment, such as a PC, facsimile machine (fax), copy machine, and scanners. Meets scheduling and attendance requirements.

**Mental:** Recognizes behavioral problems and interacts effectively with victims who may be highly emotional or in a crisis situation. Remains calm, and utilizes appropriate communication techniques in high stress situations. Evaluates immediate situation in order to provide the appropriate information or referral services.

## **Knowledge and Abilities:**

Knowledge of:

the Arizona Criminal Code as it relates to victim rights and restitution;  
the Arizona Constitutional Amendment for Victims' Rights;  
legislative issues and changes which affect victims' rights;  
criminal justice system procedures and legal terminology; and  
crisis intervention methods and techniques.

Ability to:

inform, support, and accompany victim through the criminal justice proceedings;  
educate individuals and agencies regarding the needs and rights of victims;  
establish and maintain effective working relationships; and  
communicate effectively with victims, professionals, coworkers, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 6/15

TO/fl/co

CS3768.DOCX (Full-time)

CS3780 (Part-time)

EEO-A/S

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-LEG

INCREMENTS 61-200

PAY GRADE: 42

PAY GRADE: 41

SECURITY-No

CDL-No

IND-8810

SWORN-No