

VICTIM SERVICES VOLUNTEER COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Victim Services Volunteer Coordinator is responsible for coordinating and administering the Victim Assistance Program for the Police Department which involves performing substantially difficult, professional work relating to victim assistance casework, support, and advocacy. Coordinating the program involves the working supervision of a large group of volunteers (40 - 60) performing victim assistance tasks. A major responsibility of the Victim Services Volunteer Coordinator is to provide crisis intervention to victims/witnesses of crime or circumstance on a 24-hour basis. Additional duties performed include: recruiting volunteers, developing training curriculum, and conducting training sessions for the volunteers that perform crisis intervention; assisting victims with Victim Compensation applications, completion of applications for Orders of Protection and Injunctions Against Harassment, navigation of the criminal justice system, referrals to community service agencies, and assistance in exercising statutory rights; writing and reviewing reports on the progress of cases; responsible for the U Visa program; and maintaining case files. The Victim Services Volunteer Coordinator is subject to emergency call-out and stand-by during off-duty hours in order to respond to crisis situations. This class is responsible for performing other related duties as required.

Distinguishing Features: Victim Services Volunteer Coordinator is a civilian classification. The nature of the work requires the ability to handle stressful circumstances and act effectively in emergency or crisis situations. An incumbent must be able to recognize a wide-range of behavioral problems and utilize appropriate techniques to resolve an immediate and critical situation. This function also requires training, scheduling, and supervising numerous volunteers performing the same duties in the field. Work involves dealing with hostile, resistant, and unstable persons that may result in potentially hazardous situations. An employee in this class must be knowledgeable of victim's rights and domestic violence laws and related legislation, the court system and documents, and community social services agencies. The field work may involve exposure to hazardous body fluids. This class is supervised by a Police Sergeant assigned to the Center Against Family Violence. This class is FLSA exempt-administrative.

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Social Work, Sociology, Psychology, or a closely related field. A minimum of two years experience in counseling, social work, or crisis intervention.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Must possess a valid Arizona Driver's License by hire date. Candidates given a conditional job offer will be required to pass a psychological test battery and a drug screening.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Good working knowledge of the criminal justice system, mental health law, the principles and techniques of crisis intervention, and the operations of social service agencies is highly preferred. Experience working with volunteers is desirable. Bilingual speaking skills (English/Spanish) is preferred. Graduation from an accredited college or university with a Master's Degree is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with victims/witnesses of crimes or circumstance, sworn officers, coworkers, managers, the media, personnel from other agencies, court personnel, public officials, the general public, and children. Provides crisis intervention, follow-up contact, and referrals to victims/witnesses. Maintains contact with civic groups, social service organizations, and other professionals to facilitate referrals. Instructs and trains others in a classroom setting and in the field regarding crisis intervention and follow-up. Gives presentations to various groups. Prepares written documents including: file documentation, program policies and goals, training curriculum, training manuals, pamphlets, news releases, memos, and newsletters with clearly organized thoughts using proper sentence construction, punctuation, and grammar.

Manual/Physical: Observes and reviews the work of others to ensure compliance with standard operating procedures and standards/guidelines. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to locations where assistance is needed; transport victims; accompany victims to criminal justice proceedings; attend meetings; and give presentations to various groups. May lift/assist individuals and children and move victim's personal belongings. Operates a variety of standard office equipment including: a telephone, calculator, facsimile machine, copier, personal computer, and a radio. Operates audiovisual equipment such as a tape recorder, slide projector, and screen. Enters information into a personal computer. Prepares and updates schedules, graphs, charts, props, and reports. Sets up and removes tables, chairs, and equipment when conducting training or presentations. Stands for extended periods of time while making presentations. May work in a variety of weather conditions while performing crisis intervention at a scene.

Mental: Plans, organizes, and directs the activities of the Victim Assistance Program. Recommends and assists in the development and implementation of goals, policies, and procedures. Selects, trains, supervises, and evaluates the work of volunteer staff involved in crisis intervention and victim assistance services. Prioritizes own work assignments. Resolves procedural, operational, and other work-related problems by conducting assessments, holding meetings, sharing information, and making recommendations. Conducts research and analyzes data including recognizing patterns through reviewing police reports and crime statistics to provide information to the public or evaluate the effectiveness of a program. Plans and executes media conferences including logistics, media notification, and speech preparation. Performs mathematical and statistical computations for monthly statistical reports and cost analyses for the Victim Assistance Program. Comprehends and makes inferences from written materials including statutes, ordinances, police reports, articles, and police operating procedures. Learns job-related material in a classroom setting or on-the-job.

Knowledge/Skills/Abilities:

Knowledge of:

crisis intervention techniques and case management responsibilities;
human behavior and needs at times of crime and crisis;
behavioral health, social services, and other community resources;
the criminal justice system, Arizona Criminal Code, and the Arizona Constitutional Amendment for Victim's Rights;
principles of supervision, employee training, and performance evaluation;
police department operations, policies, and procedures;
current usage of the English language and various journalistic styles;
techniques of publication, preparation, and design of brochures, displays, and visual aids; and
the principles, techniques, and methods used in preparing news releases and publications.

Skill in:

basic assessment of potentially disturbed and unstable people;
effectively communicating with the public in adverse situations;
performing crisis intervention;
organizing a program; and
giving oral presentations.

Ability to:

provide prompt crisis response within time periods determined by the Mesa Police Department;
establish rapport with people of various ethnic and socioeconomic backgrounds;
maintain the confidentiality of information;
perform death notifications;
assist with interviewing victims of crimes;
gain certification as an AZPOST instructor;
provide expertise/consultation on joint projects outside the City of Mesa jurisdiction with other municipalities, national organizations, and associations;
handle negative comments and feedback from the public effectively; and
establish and maintain effective working relationships with coworkers, supervisors, volunteers, personnel from other departments or agencies, public officials, 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.

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EEO-Prof

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-ADM

INCREMENTS 62-200

PAY GRADE: 46

SECURITY-Yes

CDL-No

IND-9410

SWORN-No