

## VICTIM SERVICES SPECIALIST - GRANT-FUNDED

### JOB DESCRIPTION

**Classification Responsibilities:** The Victim Services Specialist - Grant-Funded is responsible for assisting victims in dealing with the immediate and long-term impact of victimization. Employees in this class will be subject to call-out to assist in providing immediate crisis intervention to victims and witnesses of crime. Other responsibilities include: 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, processing U Visas, and assistance in exercising statutory rights. The work of this class involves case management, referrals to community service agencies, and acting as a liaison between victims of crime, police officers, and social service agencies. This class performs other related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. A Victim Services Specialist - Grant-Funded 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. Work involves dealing with hostile, resistant, and unstable persons, which 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 service agencies. The field work may involve exposure to hazardous body fluids. This class is supervised by the Victim Services Administrator. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**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 related field. A minimum of two years' experience in counseling, social work, or crisis intervention. Bilingual (Spanish/English) skills are required (*by assignment*).

**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 Class D Arizona Driver's License by hire date. Candidates given a conditional job offer will be required to successfully complete a psychological evaluation.

**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 laws, the principles and techniques of crisis intervention, and the operations of social agencies are

highly preferred.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with victims/witnesses of crimes or circumstance, sworn officers, coworkers, management, personnel from other agencies, court personnel, the general public, and children. Provides crisis intervention, follow-up contact and referrals to victims/witnesses. Maintains contact with 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, memos, and correspondence using proper sentence construction, punctuation, and grammar.

**Manual/Physical:** Operates a motor vehicle requiring a standard Class D Arizona Driver's License to travel to locations where assistance is needed; transport victims; accompany victims to criminal justice proceedings; and attend meetings. May lift/assist individuals and children and move victim's personal belongings. Operates a variety of standard office equipment including a telephone, calculator, fax machine, copier, personal computer, pager, and radio. Enters data or information into a personal computer. Prepares and updates required 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:** Prioritizes own work assignments. Comprehends and makes inferences from written materials including statutes, ordinances, police reports, artifices, and police operating procedures. Learns job-related material through on-the-job training and in a classroom setting.

### **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 Victims' Rights;  
police department operations, policies, and procedures; and  
current usage of the English language.

Skills in:

basic assessment of potential disturbed and unstable people;  
effectively communicating with the public in adverse situations;  
performing crisis intervention; 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 Arizona Peace Officer Standards and Training (AZPOST) instructor; 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.

Revised 9/20

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 48-200

PAY GRADE: 47

IND-9410

SWORN-No