

SENIOR VICTIM SERVICES ASSISTANT – GRANT-FUNDED

JOB DESCRIPTION

Classification Responsibilities: A Senior Victim Services Assistant (VSA) functions in a Lead role over the Unit's VSAs and performs the victim liaison duties of the VSA position which include: explaining information on victims' rights, criminal processes, legal procedures, offers and sentencing guidelines, case dispositions, and criminal restitution; assessing victims' needs, identifying appropriate resources, and connecting victims to those resources at various community agencies; accompanying victims to Court and defense interviews; providing empathetic emotional support, advocacy services, and crisis intervention assistance (examples: conducting risk assessments, developing safety plans, and assisting with obtaining Protective Orders); assisting victims with understanding and submitting Victim Impact Statements, restitution requests, and applications for Victim Compensation Program reimbursements; and assessing victims' information to determine data which needs to remain strictly confidential and data which needs to be redacted or shared with the prosecution or defense in accordance with legal statutes. As the Lead VSA, responsibilities will include: handling an assigned caseload comprised of the most complex, high-profile, conflict, and specialty court cases which require a higher level of confidentiality, knowledge, and skill in providing victim assistance; assisting the VSAs when they experience challenging cases, victims, or situations; answering questions and providing training for new VSAs; providing primary back-up support during staff absences; and attending meetings and sharing new information and resources to benefit the team.

A Senior VSA provides direct supervision over the Unit's Victim Notification Clerks. Supervisory duties include: recruiting and training new staff; developing and maintaining a training manual; preparing Performance Appraisal Forms (PAFs); reviewing staff's work product for accuracy and compliance with mandated statutory notification requirements; and answering questions from staff regarding mandated notification responsibilities. This class also coordinates the Unit's volunteer program which includes: recruiting, training, and supervising volunteers; developing training curriculum; managing schedules and assignments; and preparing volunteer reports. The position also assists the Victim Services Administrator with grant filing and reporting by maintaining case files, researching and collating statistical information, and preparing basic narratives to explain the data. This class attends meetings and participates in community task forces and organizations and plans and organizes community-wide victim assistance efforts and awareness campaigns. The position identifies and recommends ways to improve victim services and address ongoing and emerging community issues and is expected to share new information and resources with the VSA team and assist with the implementation of new procedures to improve efficiency or comply with changes in legislation and mandated responsibilities. This class is responsible for performing other related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Senior Victim Services Assistant – 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. This function also requires training, scheduling, and leading or supervising volunteers and staff performing victim notification and liaison duties. Work may involve 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 work may involve exposure to hazardous body fluids. This class is supervised by a 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, Criminal Justice or a closely related field. A minimum of two years' experience in counseling, social work, crisis intervention, criminal justice or related field which involves public contact.

Special Requirements. Must possess a valid Arizona Driver's License by hire date. For this position in the Mesa City Prosecutor's Office, 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. Experience which provides 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. Desirable qualifications include: experience working with volunteers; bilingual speaking skills (English/Spanish); and graduation from an accredited college or university with a Master's Degree.

ESSENTIAL FUNCTIONS

Communication: Communicates with victims/witnesses of crimes or circumstance, sworn officers, coworkers, managers, personnel from other agencies, court personnel, public officials, the general public, and children. Explains victims' rights, criminal processes, legal procedures, offers and sentencing guidelines, case dispositions, criminal restitution, and other related information in a manner that can be easily understood by victims/witnesses. Provides crisis intervention, follow-up contact, and referrals to victims/witnesses. Provides empathetic emotional support. Maintains contact with civic groups, social service organizations, and other professionals to facilitate referrals. Trains others regarding crisis intervention and follow-up. Prepares written documents including: file documentation, program policies and goals, training curriculum, training manuals, narratives to support statistics for grant applications, pamphlets, memos, and newsletters with clearly organized thoughts using proper sentence construction, punctuation, and grammar. Delegates responsibilities to volunteers and department liaisons when planning and organizing community-wide victim assistance efforts and awareness campaigns.

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 accompany victims to criminal justice proceedings and attend meetings and training events offsite. 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. Operates audiovisual equipment such as a digital/tape recorder, projectors, monitors and screens. 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.

Mental: Assists the Victim Services Administrator with planning, organizing, and directing the activities of Victim Services staff and volunteers. Acts in a lead capacity over Victim Services Assistants. Recommends and assists in the development and implementation of goals, policies, and procedures. Selects, trains, supervises, and evaluates the work of Victim Services Notification Clerks and volunteers. 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. Performs mathematical and statistical computations for monthly statistical reports and cost analyses for Victim Services staff and volunteers. Comprehends and makes inferences from written materials including statutes, ordinances, police reports, articles, and police and prosecution 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; and
organizing a program.

Ability to:

provide prompt crisis response within time periods;
establish rapport with people of various ethnic and socioeconomic backgrounds;
maintain the confidentiality of information;
assist with interviewing victims of crimes;
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.

New 7/18

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INCREMENTS 62-200

PAY GRADE: 47

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