

VICTIM SERVICES ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A Victim Services Administrator is responsible for coordinating, administering, and managing all functions of the Victim Services Unit for the Police Department or City Prosecutor's Office which involves performing substantially difficult and complex, professional work relating to victim assistance casework, support, and advocacy. A Victim Services Administrator's responsibilities involve independent research and analysis of victim related issues, legislative rights and trends in the community. Additional duties performed include: recruiting volunteers, developing training curriculum, and conducting training sessions for the volunteers. The Victim Services Administrator position is responsible for planning, assigning, and supervising the work of paraprofessional and professional level personnel. Additional duties consist of: providing services to victims/witnesses of crime including assistance with applications for Victim Compensation, Orders of Protection, and Injunctions Against Harassment; navigation of the criminal justice system, referrals to community service agencies, and assistance in exercising statutory rights; establishing goals and writing policies for the Victim Services Unit to ensure that the department is in compliance with legislation related to victims' rights, domestic violence, and various court system issues; developing training curriculum, and conducting training sessions for employees and volunteers; writing and reviewing reports on the progress of cases; preparing grant requests; writing monthly, quarterly, and annual reports to ensure the continuance of funding; and researching community agencies and vendors for identified needs of crime victims. For the ***Police Department Assignment***, responsibilities also include administering the Victim Assistance Program (VAPS) for the Police Department and providing services to victims/witnesses of crime on a 24-hour basis. Work involves dealing with hostile, resistant, and unstable persons, which may result in potentially hazardous situations. The assignment in the Police Department is subject to emergency call-out and stand-by during off duty hours in order to respond to crisis situations. The field work may involve exposure to hazardous body fluids. The ***City Attorney's Office Assignment*** includes assisting in the preparation and administration of the budget for the Victim Services Unit in the Prosecutor's Office and resolving any issues related to Victim Services in the case management system Prosecutor by Karbel (PbK). This class is responsible for performing other related duties as required.

Distinguishing Features: Victim Services Administrator 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. The Victim Services Administrator represents the City on various boards and committees related to the program. An employee in this class must be knowledgeable of victim's rights, domestic violence laws and related legislation, the court system and documents, and community social service agencies. This class is supervised by a Police Lieutenant, City Prosecutor or City Attorney (by assignment). 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 a closely related field. A minimum of four years' experience in counseling, social work, or crisis intervention including at least one year of supervisory/managerial experience.

Special Requirements. Must possess a valid Arizona Driver's License by hire or promotion date (by assignment). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required. Candidates given a conditional job offer in the *Police Department Assignment* will also be required to pass a polygraph, psychological test battery, and a drug screening. After hire, employees in the *Police Department Assignment* are required to achieve Arizona Peace Officer Standards and Training Board (AZPOST) Specialist Instructor Certification within one year.

Substance Abuse Testing. None. 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. (*Police Department Assignment*).

Preferred/Desirable Qualifications. Good (1 - 3 years) 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. Grant writing and grant reporting experience is preferred. Graduation from an accredited college or university with a Master's Degree in Social Work, Psychology, Counseling, or a related field is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with victims/witnesses of crimes or circumstance, employees, sworn officers, coworkers, management, vendors, 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, proposals, policies, operating procedures, grant requests, court documents, performance evaluations, performance standards, 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 (by assignment). 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 (PC), and a radio. Operates audio-visual equipment such as: a tape recorder, slide projector, and screen. Enters data or information into a PC. Prepares and updates schedules, graphs,

charts, props, and reports. Sets up and removes tables, chairs, and equipment for 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 (by assignment).

Mental: Plans, organizes, and directs the activities of the Victim Services Unit. Recommends and assists in the development and implementation of goals, policies, and procedures. Trains paid and volunteer staff involved in crisis intervention and victim assistance services. Supervises and evaluates the work of subordinate personnel. 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 Services Unit. Comprehends and makes inferences from written materials including statutes, ordinances, police reports, articles, and department operating procedures. Learns job-related material in a classroom setting or on-the-job. Assists with the preparation of the unit budget (by assignment).

Knowledge/Skills/Abilities: (common to all assignments)

Knowledge of:

crisis intervention techniques and case management responsibilities;
conflict resolution techniques;
VOCA/AG/ACJC grant writing requirements;
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;
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
principles, techniques, and methods used in preparing news releases and publications.

Skill in:

the 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:

monitor and administer grant funds and vendor compliance with contracts;
establish rapport with people of various ethnic and socioeconomic backgrounds;
maintain the confidentiality of information;

analyze, develop and implement policy and procedural improvements;
perform special projects as assigned;
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.

Knowledge/Skills/Abilities: (by assignment)

Police Department:

Ability to:

provide prompt crisis response within time periods determined by the Police Department;
gain certification as an AZPOST instructor;
perform death notifications; and
assist with interviewing victims of crime.

City Attorney's Office:

Knowledge of:

electronic case management systems (Prosecutor by Karpel [PbK]) New Dawn, etc.; and
records management principles.

Ability to:

prepare, monitor, and administer a budget.

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 do 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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TR/vl/jh

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 62-200

PAY GRADE: 50

IND-8810

SWORN-No