

## VICTIM SERVICES SPECIALIST

### JOB DESCRIPTION

**Classification Responsibilities:** The Victim Services Specialist provides comprehensive services to victims of crime including sexual and domestic violence, homicide, human trafficking, and other violent crimes. Victim Services Specialists provide personal advocacy, including on-scene crisis intervention, emotional support, case management, and referrals for victims and witnesses of crime.

The Victim Services Specialist is responsible for assisting victims dealing with the immediate and long-term impact of criminal victimization. Employees in this class will be subject to call-out to assist law enforcement in providing immediate crisis intervention to victims and witnesses of crime. Assistance includes but is not limited to, explaining victims' rights, safety planning, court accompaniment, transportation, Victim Compensation applications, completion of applications for Orders of Protection and Injunctions Against Harassment, conducting lethality assessments, coordinating referrals to various agencies, and case management. This class interacts with prosecutors, judges, patrol officers, detectives, and other local and governmental agencies. This class performs other related duties as required.

**Distinguishing Features:** A Victim Services Specialist 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 Arizona Victim's Rights per Article 2 Section 2.1 of the Arizona Constitution, domestic and sexual violence laws, trauma-informed care, the courts system, and community social service agencies. The field work may involve exposure to hazardous body fluids. Employees in this class may be required to work nights and weekends or after regular business hours. This class is supervised by the Victim Services Administrator. This classification has been designated, if grant-funded, as a non-classified, non-merit system, at-will position. 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, Counseling, Psychology, Criminal Justice or related field. A minimum of two years of experience in social work, counseling, crisis intervention, or criminal justice.

**Special Requirements:** Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required. Must possess a valid Class D Arizona Driver's License by hire or promotion 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:** National Advocate Credentialing Program certification; knowledge of behavioral health, social services, and other community services and resources; and knowledge of crisis intervention techniques, case management responsibilities, knowledge of the criminal justice system, and knowledge of trauma-informed care. Bilingual skills 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. 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, copier, scanner, personal computer (PC), and radio. Enters data or information into a PC. 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;  
trauma-informed care;  
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 8/25

MR/js

CS4811.DOC

CS4170 (Grant-Funded)

EEO-Prof

JOB FCTN-ADM

Non-DOT Safety and Security-Y

CDL-N

RESP-N

PAY GRADE 50

PAY GRADE: 50

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 50-200