

## VICTIM SERVICES ASSISTANT

### JOB DESCRIPTION

**Classification Responsibilities:** A Victim Services Assistant (VSA) performs highly interactive duties, working directly with crime victims by assisting them in understanding and participating in the criminal justice system. VSA duties include: serving as a liaison between victims, Prosecution, and Court staff; accompanying victims to court proceedings and educating them on their constitutional and statutorily mandated victims' rights; notifying victims about restitution eligibility and other economic recovery options; processing restitution requests and victim impact statements; assisting victims with safety planning and securing protective orders; assessing victims' needs, providing them with empathetic listening and emotional support, and connecting them with community resources and services; and providing follow-up contact with domestic violence victims after case disposition.

VSA duties require high attention to detail while maintaining computer automated case management systems and digital records. This involves daily data entry; maintenance of statistical records on victims served and services provided; and thorough documentation of all advocacy work, including communication with victims, prosecution, and court staff. VSAs work closely with prosecuting attorneys and legal staff to improve services for victims; and they recommend policy and procedure changes to support team collaboration and ongoing process improvements. VSAs provide training on victims' rights, facilitate victim-related community outreach activities, and assist in the training of volunteer staff in Victim Services, and perform other duties as assigned.

**Distinguishing Features:** This class is supervised by the Victim Services Administrator who reviews the employee's work through conferences, reports, and overall results achieved. This class is FLSA nonexempt. The grant-funded classifications are designated as non-classified, non-merit, at-will positions.

### 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 related field; and a minimum of six months' full-time work or internship experience in counseling, social work, crisis intervention, criminal justice, or a related field which involves public contact.

**Special Requirements.** For this position, 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.** Bilingual (Spanish/English) skills and personal computer (PC) experience with Microsoft Office.

## **ESSENTIAL FUNCTIONS**

One position may not include all of the essential functions, knowledge, and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Strong written and verbal communication skills. Able to set aside personal bias, prejudice, and fears to effectively communicate with and respond to a diverse population of victims, prosecutors, and service providers. Provides pertinent case information to victims and/or representatives. Networks with community outreach organizations to keep updated resource information. Speaks to other agencies and representatives on behalf of the victim to ensure rights and to provide assistance when deemed appropriate/necessary. Maintains confidentiality in all aspects of the position. Encourages participation in the prosecution of crimes by empowering the victim with knowledge and information about the criminal justice process and the various cycles of violence.

**Manual/Physical:** Enters victim data and statistical data into a personal computer (PC). Locates files, updates case log notes, files, and distributes case file documents. Attends court hearings with victims. Operates a variety of standard office equipment, such as a PC, facsimile machine (fax), copy machine, and scanners. Meets scheduling and attendance requirements.

**Mental:** Recognizes behavioral problems and interacts effectively with victims who may be highly emotional or in a crisis situation. Remains calm and utilizes appropriate communication techniques in high stress situations. Evaluates immediate situation in order to provide the appropriate information or referral services.

## **Knowledge and Abilities:**

Knowledge of:

the Arizona Criminal Code as it relates to victim rights and restitution;  
the Arizona Constitutional Amendment for Victims' Rights;  
legislative issues and changes which affect victims' rights;  
criminal justice system procedures and legal terminology; and  
crisis intervention methods and techniques.

Ability to:

inform, support, and accompany victim through the criminal justice proceedings;  
educate individuals and agencies regarding the needs and rights of victims;  
establish and maintain effective working relationships; and  
communicate effectively with victims, professionals, coworkers, 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 10/24

JB/js/ah

CS3706.DOCX (Full-time)

PAY GRADE: 47

CS3768 (Full-time -Grant Funded)

PAY GRADE: 47

CS3780 (Part-time -Grant Funded)

PAY GRADE: 47

EEO-A/S

IND-8810

JOB FCTN-LEG

SWORN-No

INCREMENTS 62-200