

BANNOCK COUNTY **CLASS SPECIFICATION**

VICTIM WITNESS COORDINATOR

Department: Prosecutor
FLSA Designation: Non-Exempt

Pay Grade: 10
Effective Date: 10/04, 8/09

Purpose of Class

Provides information, support, and referrals to victims of crime; performs related work as required.

Primary Function

The primary function of an employee in this class is to provide crime victims with information concerning their rights and general information on the court process and procedures, ensuring that the victim is informed of all developments and decisions regarding their case. The employee also provides general support and referrals to agencies and providers to crime victims. The work is performed under supervision of the County Prosecutor, with considerable latitude granted for the exercise of independent judgment and initiative. The principal duties of this class are performed in a public office building.

Essential Duties and Responsibilities (will vary by assignment)

- Contacts crime victim, assesses the victim's condition and status, and provides information, general support, referrals to social and service agencies, shelter referrals, assistance with the legal system, and other assistance;
- Explains victim rights, legal procedures and processes, and terminology;
- Sets appointments with attorneys;
- Informs victims of court dates and accompanies them, as needed;
- Serves as liaison between victim and the assigned prosecuting attorney, informing victim of decisions, developments, and related information and relaying victim reactions, concerns, and wishes to the attorney;
- Assists victims in applying for protective orders, compensation, and restitution;
- Assists victims in establishing safety and security measures, including but not limited to, jail release notifications, emergency telephones, safety alarms, and other measures;
- Assists with support measures such as translation, child care, and related measures to ensure victim attendance in court;
- Maintains accurate and up-to-date victim information files;
- Ensures victim impact statement is completed and distributed to all participating parties;
- Performs community and public relations, provides information to community and civic groups, and serves on advisory and task force groups;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- Prepares department annual budget;
- Processes department accounts payable;
- Cross-trains to perform duties of other department support positions;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Methods, practices, procedures, and objectives of crime victim assistance and counseling;
- Methods, practices, and objectives of crisis intervention;
- Police response and investigative methods and procedures;
- Victim assistance resources available, including but not limited to, social and service agencies, shelters, counseling and support groups, financial and other aid, and related sources;
- Applicable federal, state, local, and County laws, statutes, codes, and ordinances;
- Operation of standard office equipment, including a personal computer and job-related software;
- Operation of specialized case management system;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures;
- Court system, legal proceedings, legal terminology, and preparation of legal documents.

Ability to:

- Analyze issues, independently make decisions, and exercise good judgment in completing tasks;
- Operate standard office equipment, a personal computer using program applications appropriate to assigned duties, and specialized case management and tracking system;
- Transcribe, prepare, and proofread legal documents;
- Prepare and proofread correspondence, memos, reports, and related documents;
- Maintain confidentiality of information and records prepared and processed;
- Respond appropriately to public inquiries and provide good customer service;
- Maintain records efficiently and accurately and to research and prepare clear and concise reports;
- Follow oral and written instructions;
- Establish and maintain effective working relationships with other County employees, supervisory personnel, local elected and appointed officials, crime victims, and the public, under sometimes stressful conditions;
- Communicate effectively both orally and in writing;
- Perform basic mathematical and arithmetic functions;
- Work independently, with infrequent and unstructured supervision;
- Cross-train into other Department specializations to offer assistance and support, as needed;

- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Acceptable Experience and Training

- Bachelors degree in social work or a related field preferred; or
- Three (3) years experience in social work or a related field is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review and prepare a variety of written and text materials, file them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and other office equipment and file documents;
- Sufficient personal mobility, agility, strength, and physical reflexes, with or without reasonable accommodation, which permits the employee to work at a keyboard for an extended period of time, to reach, stoop, bend and stretch in filing materials, lift up to 25 pounds, and work in an office environment.