

VICTIM/WITNESS COORDINATOR

DEFINITION

Under general direction, to plan, organize, and supervise the work of staff assigned to provide victim/witness services in the Sheriff's Department; to develop community resources for victim/witness assistance; to represent the Victim/Witness program with community organizations and agencies; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-position class responsible for the day-to-day operations of the Victim/Witness Program. Overall program direction and policies are provided by the Sheriff/Coroner. The position's primary emphasis is on staff supervision, development of community resources, and program administration. The incumbents also provide individual services to victims and witnesses.

REPORTS TO

Sheriff/Coroner.

CLASSIFICATIONS DIRECTLY SUPERVISED

Victim/Witness Advocate and Secretary.

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EXAMPLES OF DUTIES

Plans, organizes, coordinates, and oversees the Victim/Witness Program; ensures that legislative mandates are achieved; works with the Sheriff/Coroner in the development of policies and guidelines; supervises Victim/Witness Advocate personnel; evaluates training needs and plans training activities; works with community organizations to develop resources and appropriate referral services for victims and witnesses; develops methods for explaining and promoting services; maintains liaison with other law enforcement agencies; provides professional and technical consultation on program matters; assists with the development and monitoring of grant monies; ensures proper expenditure controls; provides individual services to victims and witnesses of crimes; assesses victim and witnesses needs and provides referrals to support agencies for further assistance; performs a variety of victim/witness administrative and support functions.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Rules and regulations governing victim/witness services and programs.
- Functions of public law enforcement agencies and the criminal justice system.
- Principles of providing assistance to victims and witnesses of crimes.
- Community needs for victim/witness services.
- Program development, monitoring, and evaluation.
- Client problems requiring referral to other organizations and support services.
- Interviewing and record keeping techniques.
- Public personnel administration.
- Principles of supervision, training, and staff development.

Ability to:

- Plan, organize, and direct the functions of the Victim/Witness program.
- Analyze case problems, evaluate the effectiveness of staff efforts, and provide consultation to staff in solving problems.
- Interview people, identify needs, and make appropriate referrals.
- Analyze and interpret laws and regulations related to victim/witness services.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare, clear, concise and accurate records and reports.
- Communicate with others from diverse socio-economic and cultural backgrounds.
- Elicit factual information from applicants and recipients in difficult circumstances of deprivation or emotional disturbance.
- Develop community referral resources for program clients.
- Effectively represent victim/witness programs in contacts with service providers, the public, community organizations, and other government's agencies.
- Establish and maintain cooperative working relationships.

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Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Two (2) years of progressively responsible work experience in dealing with victims and witnesses of crimes, or within the criminal justice system equivalent to a Victim Witness Advocate with Plumas County.

Advanced in social or behavioral science, criminology, public administration, or administration of justice is highly desirable. 12 Semester units in an appropriate field may be substituted for one (1) year of the required experience.

Special Requirement: Possession of a valid California Driver's License issued by the Department of Motor Vehicles.