

## **LINN COUNTY CLASSIFICATION**

**TITLE:** CRIME VICTIM SPECIALIST (Law Enforcement)  
**NUMBER:** 511 **APPROVAL ORDER**  
**PAY RANGE:** 09 **NUMBER: 2001-225**  
**CATEGORY:** MANAGEMENT/EXEMPT **DATE: May 9, 2001**

**GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES:** Provide timely, knowledgeable, supportive services to victims of crime. Responsible for initial victim contact, by phone or in person, for calls received by the Victim Specialist's Law Enforcement Agency. Responsible for case management, tracking of reports and referrals made to local services. Provide victims with case information, crisis intervention and other needed services. Provide an explanation of the criminal justice process and courtroom advocacy when necessary. Responsible for the supervision of volunteers providing victim services at their site. Provide public relations and community education by making presentations and public speaking engagements in the community. Become involved with various committees within the community to help provide services to victims and enhance working relationships with other agencies.

**SUPERVISION RECEIVED:** Works under the direct supervision of the Director of Victim Assistance. Works in conjunction with the Law Enforcement Agency's on-site contact.

**SUPERVISION EXERCISED:** Supervises volunteers on site and provides information to the Volunteer Coordinator for evaluation of the District Attorney Victim Assistance (DAVA) Program volunteers.

**ESSENTIAL FUNCTIONS:** A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Provide initial contact with identified victims needing advocacy services by telephone or in person.
2. Provide victim services, which include an explanation of the criminal justice process, victim advocacy and court accompaniment.
3. Provide up-to-date information to law enforcement staff concerning victim services.
4. Coordinate efforts with other Victim Specialists and share information regarding ongoing development of the program and cases managed.
5. Provide crisis intervention and case management.
6. Work with victims to determine restitution and make referrals to Crime Victim Compensation.
7. Provide public relations, marketing and community education through public speaking and by serving on community committees.

8. Assist the District Attorney and Director of Victim Assistance with additional duties as assigned.
9. Develop and maintain effective, harmonious and reasonable work relationships with others.
10. Maintain regular and predictable work attendance.

**OTHER FUNCTIONS:**

11. Other duties as assigned.

**RECRUITING REQUIREMENTS:** (Additional specific details may be provided by the specific office or department job announcement, if applicable).

**KNOWLEDGE, SKILL AND ABILITY:** Must possess the ability to communicate effectively with others and must be able to maintain positive professional working relationships with volunteers, co-workers and outside agency personnel. Requires sensitivity in sometimes difficult situations and the ability to provide direct victim services while maintaining objectivity and fairness. Must possess the ability to function under stressful working conditions, to exercise good judgement and work well in a group or independently. Computer and writing skills are necessary and public speaking skills are desirable. The ability to operate a computer and other office equipment and to communicate effectively on the telephone and in person are also needed. The work will require rapid response to written reports including statistical tracking and may also require the ability to move quickly from place to place. Must possess the ability to keep information confidential.

**EXPERIENCE, EDUCATION AND TRAINING:** Must have a high school diploma; college degree in a related field preferred. Comparable experience dealing with victims of crime and volunteers working in criminal justice or social services may be accepted. Any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described will be considered.

**NECESSARY SPECIAL QUALIFICATIONS:** Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Must conduct himself or herself with complete personal integrity and the highest professional ethics and have no criminal convictions. Must have a home telephone.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Work is generally performed indoors in an office or law enforcement setting. Work requirements include the ability to see, talk and hear, sit and stand, walk, bend, stoop, use hands to finger, handle or operate objects, tools or controls, and reach with hands and arms. The work also requires the ability to lift or move thirty (30) pounds. Must be able to work with people who are extremely upset and, at times, threatening.