

LINN COUNTY CLASSIFICATION

TITLE: VICTIM ASSISTANCE VOLUNTEER COORDINATOR
NUMBER: 516 **APPROVAL ORDER**
PAY RANGE: 09 **NUMBER: 2000-069**
CATEGORY: MANAGEMENT/EXEMPT **DATE: February 23, 2000**

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Recruitment, training and supervision of volunteers for the Linn County District Attorney's Victim Assistance Program. Public relations and marketing of the Program to the community.

SUPERVISION RECEIVED: Works under the direct supervision of the Victim Assistance Program Director and the general supervision of the District Attorney.

SUPERVISION EXERCISED: Provides training, supervision, direction and evaluation of 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. Responsible for the recruitment, selection, training and supervision of volunteers.
2. Plan and develop curriculum for volunteer training and monthly meetings.
3. Volunteer evaluation and recognition.
4. Public relations and marketing of program through public presentations in the community; i.e., service clubs, churches, businesses, schools and other agencies in Linn county; to include the use of radio and other resources.
5. Responsible for the Victim Assistance Newsletter and other information sharing in the DA's office and the community.
6. Record and track volunteer hours, including monthly State Accident Insurance Fund (SAIF) report.
7. Schedule volunteers for various duties, including 24-hour response line, Grand Jury and other special projects or events.
8. Keep statistics as they pertain to volunteer program and grant reports.
9. Direct victim services, including case notification, referral, court advocacy and accompaniment.
10. Develop and maintain effective, harmonious and reasonable work relationships with others.

11. Maintain regular and predictable work attendance.

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OTHER FUNCTIONS:

12. Other duties as assigned.

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

KNOWLEDGE, SKILLS AND ABILITY: Must possess the ability to communicate effectively with others and to make public presentations. Requires sensitivity in sometimes difficult situations and the ability to provide direct victim services while maintaining objectivity and fairness. Must be able to maintain positive, professional working relationships with volunteers, co-workers, supervisors and other outside agency personnel; to function under stressful working conditions; to exercise good judgement and work well in a group or independently. The ability to operate a computer and other office equipment and to communicate effectively on the telephone and in person are also needed. Ability to keep information confidential.

EXPERIENCE, EDUCATION AND TRAINING: Experience working with volunteers and graduation from a senior high school are required or any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described. On-going relevant training is also required.

NECESSARY SPECIAL QUALIFICATIONS: Possession of a valid motor vehicle operator's license and an acceptable driving record are necessary. Some driving to training, speaking engagements and other meetings is required. No criminal convictions. Must be willing to live in Linn County and have a home telephone. Must conduct himself or herself with complete personal integrity and the highest professional ethics.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office or courtroom setting. Work requirements include the ability to sit and move about; see, talk and hear; use hands to finger, handle or operate objects or controls; and reach with hands and arms. The work 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.