



## CLASS SPECIFICATION

Class Code: 13734  
Date Est: 8/2002  
Last Rev: 8/2002  
Last Title Chg:  
FLSA: Non-Exempt  
Probation: 12 months

### VICTIM SERVICES COORDINATOR DEPARTMENT OF JUVENILE SERVICES

#### **DEFINITION**

Under general supervision, performs a broad range of support duties for victims; performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

Four years of experience interviewing clients to determine eligibility for programs or community services; OR an equivalent combination of education and experience.

Victim Awareness/Sensitivity Training must be completed within 12 months of appointment.

#### **LICENSE OR CERTIFICATE**

A valid driver's license required at the time of appointment.

Certification as a Notary Public within one year of hire.

#### **SUPERVISION EXERCISED**

May provide work coordination and direction for volunteer staff.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Check in victims as they appear for court; provide direction to or accompany victims to court as necessary.

Provide information to victim on the juvenile justice system, case status, restitution process and related information in person or over the telephone.

Develop a Victim Offender mediation program; resolve disputed restitution cases by facilitating negotiations between parties.

Monitor more difficult or sensitive cases through the justice system.

Assist victims with various processes of the juvenile justice system including completing forms, ensuring property return and arranging interviews with law enforcement and others as necessary.

Provide referrals to various support and community organizations; assist victims in obtaining counseling, medical and dental care, protective services, psychiatric services, child care, food, clothing and related services.

May interview traumatized victims in order to make appropriate referrals and assist with establishing an appropriate course of action.

Work and communicate with District Attorney, Juvenile Court Clerk, and Juvenile Court Master as necessary.

Prepare correspondence, impact statements, case records, program information, and related reports.

Review police reports and victim statements to assess injuries, eligibility for financial aide, and assist with appropriate community resources.

Prepare case reports, carefully document information, and maintain accurate case records.

Assist victims to access community services.

Monitor the progress of cases and follow-up with clients on short term and long-term basis.

Collaborate with other professional and community service providers to meet victim needs.

Answer questions from the public, provide program and regulation information, explain the reporting and investigative process, and make referrals as necessary.

Provide information to clients, other agencies, and the public regarding pertinent regulations, policies, and procedures.

Recruit and train volunteers.

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**

Washoe County's legal system policies, practices, and procedures.

Departmental/divisional policies and procedures.

Nevada Revised Statutes, laws, rules, and regulations governing the program or pertaining to victims.

Practices and procedures of filing legal documents in accordance with Nevada Revised Statutes.

Terms and acronyms commonly used in assigned function.

Computer software specific to the department.

Structure and function of the criminal justice system.

Community organizations and utilization of public and private community resources.

**Ability to:**

Provide work coordination and direction for other staff.

Skillfully interview clients to elicit sensitive information.

Negotiate and facilitate dispute resolution cases.

Formulate and modify case plans in conjunction with the client's needs.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

**Knowledge of:**

Principles of human behavior and basic crisis intervention strategies.

Basic techniques of interviewing and recording data.

Legal terminology, forms, and documents used in the legal field.

Principles and practices of record keeping.

**Ability to:**

Operate modern office equipment, including the use of a personal computer.

Identify problems, project consequences of actions, and develop an appropriate course of action.

Gather, organize, analyze, and present a variety of data and information.

Handle sensitive and/or confidential information with discretion.

Prepare clear, concise and accurate records and reports and case documentation, maintaining confidentiality of case records.

Deal effectively with potentially hostile, aggressive, and abusive victims in stressful situations and maintain client rapport on an individual basis in person and over the phone.

Demonstrate initiative and judgment within established procedural guidelines.

Perform basic mathematical calculations including addition, subtraction, multiplication, and division.

Interpret and apply regulations, policies, and procedures.

Communicate effectively both orally and in writing.

Maintain effective working relationships with clients from a wide range of ethnic, cultural and socio-economic backgrounds, department staff, community representatives, and representatives of other departments.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment.*

Participate in Department training as required.

Ability to use office equipment including computers, copiers, telephone, and FAX machine.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*

Approved WERCCS Job Evaluation Committee

Date August 2002