

## **VICTIM/WITNESS COORDINATOR**

### **DEFINITION**

Under general direction, to plan, organize, and coordinate the work of staff assigned to provide Victim/Witness services in the County District Attorney's Office; to develop community resources for Victim/Witness Program; to represent the Victim/Witness Program with community organizations and agencies; to perform Victim/Witness Advocate assignments; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

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

### **REPORTS TO**

District Attorney, Assistant District Attorney

### **CLASSIFICATIONS SUPERVISED**

Provides lead direction and coordination Victim/Witness Advocate I, II.

## **VICTIM/WITNESS COORDINATOR - 2**

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

**Plans, organizes, and coordinates the Victim/Witness Program; ensures that legislative mandates are achieved; works with the District Attorney in the development of policies and guidelines; provides lead direction for Victim/Witness Program 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 law enforcement agencies; provides professional and technical consultation on program matters; has responsibility for 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 restitution collection and case filings; performs a variety of Victim/Witness administration and support functions.**

### **TYPICAL PHYSICAL REQUIREMENTS**

**Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.**

### **TYPICAL WORKING CONDITIONS**

**Work is performed in an office environment; may occasionally work outside; continuous contact with other staff and the public.**

### **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.**
- Client problems requiring referral to other organizations and support services.**
- Interviewing and record keeping techniques.**
- Office administration.**
- Community needs for victim/witness services.**
- Program development, monitoring, and evaluation.**
- Public personnel administration.**
- Principles of work coordination, training, and staff development.**

## VICTIM/WITNESS COORDINATOR - 3

### MINIMUM QUALIFICATIONS (continued)

#### Ability to:

Plan, organize, and coordinate 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.

Oversee and perform office administration, fiscal record keeping, and restitution collection work.

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 the Victim/Witness Program.

Effectively represent the Victim/Witness Program in contacts with service providers, the public, community organizations, and other government agencies.

Establish and maintain cooperative working relationships.

#### 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 years of progressively responsible work experience in dealing with victims and witnesses of crimes, or within the criminal justice system.

Advanced training in social or behavioral science, criminology, or public administration is desirable.

#### Special Requirements:

Possession of, or ability to obtain, an appropriate valid California Driver's License.

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