

DEPARTMENT: SHERIFF'S OFFICE
CLASSIFICATION: COMPETITIVE
APPROVED: JUNE 4, 2020

VICTIM SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the administration, coordination and implementation of the Victim Assistance Program and the Domestic Violence Intervention Program for victims of domestic violence and their families. The incumbent is responsible for public information and referral, advocacy, counseling, and community education and outreach. This involves a great deal of public contact and community liaison work. General direction is received from the Criminal Division Captain with wide leeway permitted for the exercise of independent judgment in carrying out the details of the work in accordance with all laws, rules, regulations, and policies. Direct supervision is exercised over Crime Victims Advocates, support staff, and volunteer workers. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Collects case information for new domestic violence cases, including securing police reports, criminal history reports, orders of protection, accusatory instruments and other relevant information to supply the Assistant District Attorney before court appearance;
2. Assigns cases to Crime Victims Advocates;
3. Informs victims of interfamily violence of their rights as well as community and legal services available to them; provides on-the-scene assistance to law enforcement personnel regarding the appropriate response to incidents of interfamily violence; and gather facts and evidence in domestic violence cases for further legal proceedings
4. Acts as liaison between victim and related agencies (District Attorney, law enforcement, service providers etc.) and arranges for the victims of interfamily violence to receive supportive services from various public, private, and community agencies;
5. Compiles program statistics for departmental reports, grant reports and for countywide distribution to law enforcement agencies and service providers;
6. Provides mandated domestic violence training to the Niagara County Law Enforcement Academy, as well as requested community trainings and presentations;
7. Acts as liaison with the Niagara County Family Violence Intervention Program to coordinate and organize community education and outreach sources in local schools, police departments, community groups, social agencies, the media and other services;
8. Identifies and conducts outreach with target groups not usually reached;
9. Coordinates and oversees activities of all program participants and conducts "trouble shooting" as needed;
10. Provides supervision to Crime Victims Advocates, support staff, and volunteer workers;
11. Participates in securing funding sources to ensure continuation of service delivery, implements current grants, and completes required grant activity reporting;
12. Oversees the Order of Protection Registry;
13. Develops and updates the resource directory for victims of crime and other traumatic incidents;
14. Utilizes modern office software programs such as word processing, spreadsheets, and databases.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge and understanding of the criminal justice system; working knowledge of community and legal services and resources available to victims; excellent communication, analytical and organization skills; ability to operate modern office software such as word processing, spreadsheets, and databases at an acceptable rate of speed and accuracy; ability to organize and effectively present materials verbally and in writing; ability to comprehend and execute complex oral and written instructions; ability to secure the cooperation of others; ability to deal effectively with the public; ability to establish and maintain effective working relationships with law enforcement, court personnel, and service providers; ability to respond effectively to crises and stressful situations in a professional manner; ability to relate to persons in need of assistance from this program and the criminal justice system; ability to identify information and data critical to cases; ability to compile information and prepare reports; integrity; tact; sound professional judgment; resourcefulness; initiative; physical condition commensurate with the demands of the position.

CONTINUED

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MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS:

Three (3) years of non-competitive permanent status as a Crime Victims Advocate with the Niagara County Sheriff's Office immediately preceding the date of examination.

OPEN COMPETITIVE: Candidates must meet one of the following:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in a Human Services fields or Criminal Justice **and** two (2) years of paid experience working in a group or team setting that provided social or legal counseling in a recognized agency adhering to acceptable standards in law enforcement, probation, parole, social services, or psychiatric or medical social work. One (1) year of experience must have been in an administrative and/or supervisory role; **OR**
2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Human Services fields or Criminal Justice **and** four (4) years of experience as defined in (1) above. One (1) year of experience must have been in an administrative and/or supervisory role.

NOTE: Part-time experience will be pro-rated.