

VICTIM WITNESS PROGRAM DIRECTOR

JOB DESCRIPTION

Department: Victim/Witness Assistance Program

Reports to: City Manager & Commonwealth's Attorney

Overview: Oversees the administration, management and coordination of the Victim/Witness Assistance Program to provide direct services for victims and witnesses of crime.

ESSENTIAL DUTIES

- Plans, organizes, and administers the daily program operations of the Victim/Witness Assistance Program to ensure compliance with federal, state, and local requirements.
- Manages and coordinates all program activities and operations, emergency assistance, information and referrals.
- Serves as the case manager for all criminal cases in the city.
- Completes needs assessment from information obtained through intake documentation, incident reports and client interviews.
- Serves as a liaison between victims, witnesses, law enforcement, and prosecutors, and criminal justice system.
- Develops and implements program policies and procedures.
- Monitors and evaluates the effectiveness of programs and services.
- Administers program grants, prepares grant applications, and ensures reporting compliance.
- Prepares activity and progress reports to the Department of Criminal Justice Services (DCJS) and management.
- Monitors existing and proposed legislation to prepare for changes to programs and services.
- Provides court advocacy to crime victims, assesses needs, makes referrals, and develops service plans.

- Provides crisis intervention, advocacy and case management for victims of crime.
- Assists victims in obtaining available protection or with protective orders when there are threats of harm.
- Enters client data in the Victims Services Data Collection System (VSDCS) and prepares quarterly progress reports for the Department of Criminal Justice Services.
- Assists victims in filing claims with the Virginia Victim Fund (VVF) and submitting victim impact statements to appropriate Commonwealth's Attorney, Judge, Defense Attorney, and Probationary Officer.
- Assists victims with registering for online notification systems to receive updates about inmate status changes such as transfer, name change, death, parole events, and release.
- Assists victims in retrieving property being held for evidentiary purposes.
- Addresses public inquiries.
- Other duties as assigned.

NEW PAY GRADE: General – 17

FLSA DESIGNATION: Exempt

CLASS SPECIFICATION

Education & Directly Applicable Experience

A Bachelor's Degree and five years directly related professional and supervisory experience; or

A Master's Degree and at least two years directly related professional and supervisory experience; or

any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Must possess a valid VA Driver's license.

Supervisory Controls

The position generally directs the operations of a division. The work is performed under general direction; the Department Head or City Manager identifies the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, processes and work to be done.

The employee is responsible for planning and carrying out assignments, resolving most of the conflicts that arise, coordinating the work with others as necessary, and interpreting policy in terms of established objectives.

Supervision Given

This position supervises assigned staff.

Guidelines

Procedures for doing the work have been established and a number of specific guidelines are available. These guidelines may be in the form of laws, regulations, statutes, commonly accepted operational principles, user's manuals, or any other sources from which direction or assistance may be inferred. The employee uses judgment in locating and selecting the most appropriate guidelines, references and procedures for application and may make minor deviations to adapt the guidelines in specific cases or determine which of several established alternatives to use.

Guidelines

Guidelines are available, but are not completely applicable to the work or have major or structural gaps in their specificity. The employee uses judgment in interpreting and adapting guidelines such as organizational policies, regulations, precedents, and directions for application to specific cases or problems. The employee analyzes results and recommends changes.

Complexity

The work includes varied duties requiring many different and unrelated processes and methods applied to a broad range of activities or substantial depth of analysis. Decisions deal with major areas of uncertainty in approach, methodology or interpretation and evaluation processes resulting from such elements as continuing changes in program, technological developments or conflicting requirements. The work requires originating new techniques, establishing criteria or developing new information.

Scope and Effect

The work involves planning, developing, and administering programs essential to the mission of the agency or that affect a large number of people on a long-term or continuing basis.

Personal Contacts

The majority of personal contacts are with individuals or groups from outside the organization in a moderately unstructured setting or involve attempts to enforce ordinances, regulations, or rules where conflict or diverse interpretations may result.

Purpose of Contacts

The purpose is to influence, motivate, interrogate, or control persons or groups. The persons contacted may be fearful, skeptical, uncooperative or dangerous.

Physical Demands

The work is generally performed in an office environment. Typically, the employee may sit to do the work. However, there may be some walking, standing, stooping, carrying of light items such as papers, books, or small parts, or driving an automobile. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions. Use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals are minimally required.