

CITY OF GLENDALE

TITLE:	Victim Assistance Caseworker	CLASS CODE:	647
REPORTS TO:	Varies	GRADE:	24
DEPARTMENT:	Police	FLSA:	E
JOB SPECIFICATION DATE: September 14, 2010 kmd			

JOB SUMMARY

Provides personal advocacy, including on-scene crisis intervention, support and guidance, casework, and referrals for victims and witnesses of crime.

ESSENTIAL FUNCTIONS

1. Provides crisis intervention and support to crime victims and survivors of police emergencies, and to police personnel involved in shootings.
2. Provides personal advocacy, support, follow-up, transportation, and referral assistance for crime victims and family members.
3. Prepares victims for involvement with the criminal justice system; explains victims' rights, transports and accompanies victims to court proceedings, assists victims in completing petitions for court orders.
4. Generates and mails victim notification letters and provides necessary information to victims.
5. Writes and reviews reports on progress of cases; maintains case files and records.
6. Supervises volunteers when responding to police call outs.
7. Acts as a victim services liaison between victims and the City Prosecutor's Office; attends court to provide case information to judges on behalf of victim.
8. Notifies City Prosecutor when a victim invokes their rights, and coordinates with detention officers on release of prisoners.
9. Attends initial appearances and arraignments at City Court.
10. Coordinates with community agencies in providing services to victims.
11. Recruits, trains and supervises volunteers and interns.
12. Compiles statistical data for grant reporting and assist with grant applications.
13. Provides staff support to department peer counseling program.
14. Dispenses emergency financial assistance to victims and families.
15. Develops brochures and educational materials to assist client recovery.

SECONDARY FUNCTIONS

16. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- The criminal justice system, procedures, policies and limitations
- Behavioral health, social services, and other community services and resources
- Crisis intervention techniques, counseling, and case management responsibilities
- Police Department policies and procedures
- Computerized data management systems

Ability to:

- Assess potentially disturbed and unstable people and provide effective interventions.
- Act effectively in emergency and crisis situations
- Plan, coordinate and present training programs and workshops
- Establish rapport with people of various ethnic and socio-economic backgrounds
- Communicate effectively both orally and in writing
- Maintain confidentiality
- Provide crisis response within time periods established by the Police Department

WORKING CONDITIONS

Work involves dealing with hostile, resistant, and unstable persons. Exposure to risk can be substantially reduced by the use of safety precautions.

MINIMUM QUALIFICATIONS

Bachelor's Degree in social work, counseling, psychology, criminal justice, or a related field, and two years of social work, counseling or crisis intervention experience.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Valid Arizona driver's license