

TITLE: Victim Assistance Director **Position No. 091**



DEPARTMENT/DIVISION: Commonwealth Attorney's Office

SUPERVISED BY: Commonwealth Attorney

NATURE OF WORK:

The Victim / Witness Program Director is responsible for reducing the trauma of crime victimization for citizens being served by the Commonwealth's Attorney's Office by providing direct services, facilitating and coordinating indirect services, and promoting participation and cooperation of victims in the Criminal Justice System. Additionally, the Program Director is responsible for enhancing the public's understanding and appreciation for the Criminal Justice System through presentations and educational opportunities.

PRIMARY DUTIES:

- Provides direct services, including, explanation of the complexities of the criminal justice system, specialized crisis counseling, referrals to other appropriate services, information and direction in applying for benefits from the Criminal Injuries Compensation Program.
- Performs program management functions including writing and maintaining grant funding, program development, staff supervision, and budget development.
- Provides crisis intervention services and specialized counseling (such as for victims of rape or domestic violence), or referral to such services and counseling. Counsels victims about their options with respect to participating in the criminal justice process. Provides a support person, upon the victim's request, to be with the victim throughout the criminal justice process. Provides support services such as follow-up counseling. Also assists victims, either directly or by referral, with services including: protection from harm or threats of harm; repair of doors and locks, etc.; prompt return of property held for evidentiary purposes; and, crime prevention.
- Assists with preparing adult and child witnesses for participation in trial proceedings through counseling, courtroom tours, accompaniment to court, and explanation of judicial proceedings in which they will be participating.
- Provides victims with information on any significant developments in the investigation and adjudication of the cases in which they are involved including: explanation of the steps in the criminal justice process and information on how to obtain the program's services; information about case disposition; employer intercession services to minimize loss of pay and to ensure that victims will be able to cooperate with criminal justice system demands; and, development and implementation of an "on-call" system to minimize unnecessary trips to court.
- Provides written material and informs victims about compensation available to them as a result of their victimization and advises them on how to apply for it. Where appropriate, assists victims in completing applications for compensation, acts as liaison between victims and the Division of Crime Victim's Compensation, and provides follow-up on claims filed.
- Provides written material about and an explanation of victim impact statements and assists victims in completing and filing victim impact statements.
- Provides written material about restitution and advises victims of what they are entitled to under the restitution provisions of the Code of Virginia. If restitution is ordered, informs victims of that fact and monitors payments, as needed.
- Arranges and/or provides escort or other transportation services related to the investigation or adjudication of the case, if necessary and advisable.
- Facilitates payment by the Virginia Supreme Court of all reasonable costs of forensic medical examinations of crime victims.
- Coordinates and implements direct services to crime victims, such as: disseminating victim assistance materials; recommending written interagency service agreements; maintaining a

directory of social services and community resources available to crime victims; and, attending relevant meetings as a program representative.

JOB PREPARATION NEEDED:

- Requires considerable knowledge of Virginia's Criminal Justice System, case management, counseling and crisis intervention techniques; demonstrated ability to provide direct services to clients and make referrals following assessments; manage multiple assignments and deadlines; interpret and explain policies and procedures; work effectively with people; and communicate effectively both orally and in writing.
- Requires Bachelor's Degree in social science or criminal justice related field, experience in counseling, involvement in court/legal services, and program management experience preferred.

POST-OFFER REQUIREMENTS:

- Credential Check

JOB LOCATION, CONDITIONS, AND EQUIPMENT OPERATED:

- Work performed primarily in office setting.
- Requires driving personal vehicle to carry out duties.

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General Aptitudes and Physical Requirements:

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities:

- Must have ability to understand and follow oral instruction, to understand and follow written instruction, to guide and/or give instructions, and to make decisions in accordance with established procedures and policies.

II. Verbal Abilities:

- Speaking/Talking: Must have ability to answer telephone, radio or switchboard; communicate with County officials, communicate with general public, communicate with vendors, communicate with supervisors and/or with other employees, and communicate with victims and witnesses.
- Hearing/Listening: Must have ability to communicate with County officials, public, vendors, supervisors and/or other employees.
- Reading (ability to read and understand text): Must have ability to read.

III. Numerical:

- Must have ability to perform accurate calculations aided by a calculator, adding machine or measurement device.

IV. Spatial Abilities:

- Not essential to job function.

V. Manual Dexterity:

- Must have ability to use telephone, use calculator, use copy machines, use fax machine, **and manipulate computer keyboard and mouse.**

VI. Finger Dexterity:

- Not essential to job function.

VII. Physical Demands:

- Strength: Must have ability to occasionally lift 15-25 lbs., occasionally hold/carry 15-25 lbs.
- Climbing: Stairways: Must have ability to navigate 3 or more flights.
- Standing, sitting, walking, and running: Must have ability to: occasionally (1-3 hours/day) stand, frequently (0-1 hours/day) walk over flat terrain, continuously (5-7 hours/day) sit. Running is not considered essential to the job function.
- Stooping, kneeling, crouching, and/or crawling: Not essential to job function.
- Reaching, handling, fingering, and/or feeling: Not essential to job function.
- Seeing: Not essential to job function.

VIII. Driving:

- Must have ability to drive automatic transmission: car.