



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
500 NW 6th Street Dept. 11 / Grants Pass OR 97526
(541) 474-5217 / FAX (541) 474-5218 / TTY (800) 735-2900

POSITION DESCRIPTION

Job Title: Victim Assistant Program Supervisor
Department: District Attorney
FLSA Status: Non-Exempt
WC Code: 8810
Effective Date: January 1, 1991
Last Revised: July 17, 2019
Pay Grade: NU 12
Union: Non-Union (Supervisory)

SUMMARY

Performs a variety of activities to assist victims through the criminal justice system. An employee in this classification provides administrative and financial assistance to victims of crime and is responsible for applying policies and procedures related to victim and witness rights. An employee in this classification will be required to utilize discretion and judgment in the application of departmental guidelines and governing laws and regulations to perform assigned tasks. Work is performed under the general supervision of the District Attorney and the District Attorney's office manager who review the work for conformance to established policies and procedures as well as State and Federal laws. Employee is responsible for providing supervision to victim clerical support staff as well as victim assistance program planning and implementation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only. Any single position in this classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

1. Make initial contact, by telephone or in person, with identified victims of crime. Explain services available, including an explanation of the criminal justice process, case information, referral services, crisis intervention, victim advocacy, court accompaniment services, etc., as appropriate. Employee must have ability to relate effectively to people in crisis and establish rapport with victims of crimes.
2. Work with victims to determine restitution and make referrals to Crime Victim Compensation.
3. Verify and process monetary losses incurred by victims of crime.
4. Provide emotional and technical aide and support to victims of crimes in court proceedings.
5. Establish rapport with victims in distress and keep them apprised of all upcoming court events and case adjudication.
6. Establish and maintains a positive working relationship between the victims and the prosecutor. Advocate for victims' rights with the prosecutors and courts.

7. Accompany victims to court and explain court proceedings to them.
8. Maintain statistics on daily activities and prepare periodic reports.
9. Utilize case management system to enter all information relating to case victims in a timely manner. Ensure victim information is accurate and up-to-date at all times.
10. Work with staff from County departments and divisions, victim assistance services, police, courts, corrections and treatment programs.
11. Respond to inquiries regarding services available and the process and procedure.
12. Act as supervisor to victim service employees and volunteers, including assigning and reviewing work, training, employee performance management, and making recommendation on hiring to the District Attorney's office manager.
13. Write grant applications and/or monitor funding victim services program enhancements. Coordinate program budget with District Attorney's office manager.
14. Operate victim outreach program.
15. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Carries out direct supervisory responsibilities to victim assistance staff. This includes interviewing, hiring, and training employees, planning, assigning, and directing work, appraising performance, rewarding and disciplining employees, and addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Requires considerable knowledge of general office management practices and procedures, and some knowledge of legal terminology. Requires the ability to interpret, explain and apply laws; understand and follow verbal and written instructions; establish and maintain effective working relationships with outside agencies, other employees and the public; prepare clear and concise reports; remain calm and work successfully with individuals in stressful situations; exercise initiative and judgment in completing tasks and responsibilities; plan and assign the work of victim clerical support staff to meet mandatory deadlines; communicate effectively both verbally and in writing; interpret legal documents; work independently with minimal supervision; maintain confidentiality.

EDUCATION AND EXPERIENCE

At least two years higher education in social science field or equivalent victims services experience; and two years secretarial experience; or any satisfactory combination of experience and training which demonstrates the knowledge, skills, ability and desire to perform the above-described duties. It is strongly preferred a person has experience and training in assistance and support of persons in emotional crisis.

JOB IMPACT

Consequences of error could include exposure to litigation; public embarrassment and financial loss to the victim if duties are not carried out in a timely, accurate manner or lack of confidentiality.

TYPICAL PROBLEMS ENCOUNTERED

Problems encountered generally revolve around dealing with individuals suffering from emotional and/or physical injuries associated with victimization from criminal offenders.

JOB CONTACTS

This position works closely with law enforcement agencies, hospitals, insurance companies, peers in other communities and the victims and their families.

LANGUAGE SKILLS

Ability to communicate effectively both verbally and in writing; ability to learn and comprehend the law, applicable rules and regulations; work effectively with law enforcement, social agencies, employers and the general public. Ability to remain calm and communicate successfully with individuals in crisis and emotional situations.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts. Ability to track and report statistical data.

REASONING ABILITIES

Ability to maintain composure and work with individuals and families in crisis, establish rapport with victims, communicate court procedures and provide emotional support. Ability to exercise good judgment and common sense in the application of established policies and procedures; maintain records and prepare accurate reports.

OTHER SKILLS AND ABILITIES

The operation of standard office equipment and computer systems, including database and word processing applications.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of or ability to obtain a valid Oregon Driver's license; safe driving record. Must attend a 40-hour Oregon State Victim Assistance Academy. Ability to travel to and attend out-of-town training sessions.

BACKGROUND INVESTIGATION

Those employed in this position may be subject to a pre-employment background investigation, including criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification. Must pass and maintain Criminal Justice Information Systems (CJIS) security clearance.

WORK ENVIRONMENT

Work is performed both in an office and in the field when meeting with victims at their residence or in the hospital. This position requires working with persons who have been victimized by criminal activity and are often distressed. The position is impacted by urgent time deadlines, uncontrollable workflow, uncontrollable interruptions, the need for fine detail and extreme accuracy, repetitiveness and the need to constantly shift attention before tasks are complete due to the case flow.

PHYSICAL REQUIREMENTS

The physical requirements outlined are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Stoop position - 1 minute plus	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lifting strength	# of pounds = 25 lbs.			
<input type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lifting Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Moving carts, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Operation of motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech, Vision & Hearing					
<input type="checkbox"/>	Distinguish colors	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input type="checkbox"/>	Distinguish shades	Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/>			
<input type="checkbox"/>	Depth perception	Describe:			
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level: Telephone, in person, & recordings			
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe:			
Exposure - Environmental Factors					
<input checked="" type="checkbox"/>	Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Humidity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Wet Area/Slippery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Chemical Solutions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Uneven Area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Body Fluids	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>