



VICTIM/WITNESS ASSISTANT

DEFINITION: To perform a variety of difficult and responsible victim advocacy, including mass casualty victimization services, clerical, and secretarial work in a victim/witness office; to perform general office functions; and to perform related duties as assigned.

ESSENTIAL JOB DUTIES: Under the supervision of the Victim Witness Coordinator, provide support and educational services to victims of crime to enable their smooth transition through the criminal justice system by filing claims for the Victim(s) of Crime Program; crisis intervention; emergency services; resource and referral counseling; property return; orientation to criminal justice system; court assistance and support; case status and disposition; notification services of friends and relatives; notification services to employer; creditor intervention; funeral arrangements; temporary child care; restitution; restraining orders; transportation of clients and transportation assistance; victim impact statement assistance; responsible for keeping accurate statistical records of all victim/witness contacts; preparing reports as required by the Office of Criminal Justice Planning; and must be familiar with and comply with grant guidelines; initiate and maintain case files; maintain flow of documents and schedule court appearances; calendar cases; set up and maintain departmental records and files; review material and correspondence and refer matters to attention of legal/management staff.

Funding for this position is provided by the California Office of Emergency Services for the provision of victim advocates specializing in assisting victims of mass victimization incidents. The successful applicant will be required to travel to and attend specialized training in such incidents and be prepared to respond at any hour or day to these types of often very traumatic situations.

ADDITIONAL EXAMPLES OF DUTIES: Preparation of legal documents; review of legal documents for completeness; compose legal papers and documents for which general forms are available; assist in special projects; type and compose correspondence; handle and maintain the confidentiality of records and files; serve as a receptionist, screening callers, providing information, answering complaints, or scheduling appointments; other related duties as required.

EMPLOYMENT STANDARDS

Experience/Training/Education: High school graduate or equivalent with two years experience performing paraprofessional-type duties or clerical duties in an office setting; OR education beyond high school may be substituted for one year of the required experience on the basis of one year of full-time education equivalent to one year of experience. Experience preferred in social services, victim services, criminal justice, or peer counseling or equivalent social skills.

Knowledge of: Familiarity with the criminal justice system, legal office operations, procedures, and hearings; public relation skills; experience in social services; correct grammar usage and punctuation; receptionist and telephone techniques; general principles of legal clerical and secretarial functions; operation of common office machines, including computers. Knowledge of Microsoft Word, Microsoft Excel, and ability to learn the Prosecutor by Karpel ("PBK") computer system.

Ability to: Work independently in accordance with grant guidelines; communicate effectively orally and in writing with individuals and groups, including public, private, and governmental agencies (particularly criminal justice agencies); ability to communicate and deal effectively with individuals and groups in stressful situations; ability to work effectively under conditions of limited supervision; with emotional clients and rapidly changing situations and circumstances; ability to demonstrate sensitivity to cultural/ethnic diversity of service populations including special needs groups; possess interpersonal problem solving and organizational skills; keep all

required records and statistics mandated; perform difficult, responsible, and complex secretarial and clerical work with speed and accuracy and within deadlines; identify, use, and correct a wide variety of legal forms, documents, and terminology; interpret and apply laws, rules, written, and oral directions to specific situations requiring the use of judgment with minimal supervision; use good judgment in recognizing the scope and limit of authority delegated; follow oral and written directions; make simple mathematical calculations; work cooperatively with coworkers and those contacted in the course of work; ability to walk, stand, climb and descend stairs while carrying up to 25 pounds; sit for prolonged periods of time using keyboard; ability to use telephone.

Special requirements: You may be required to drive a motor vehicle in the course of employment and must possess a valid operator's license issued by the State Department of Motor Vehicles. Must successfully complete a pre-employment background investigation. Your position may be required to serve as a Disaster Service Worker during a County emergency. Must possess the skills to successfully complete the required minimum 40 hours of entry-level trainings; must pass a background investigation intended to identify factors which may limit effective performance on the job.

SELECTION: Selection procedures will be determined by the number and qualifications of applicants and may include a qualification screening, written examination, and oral interview.