

City of Fort Worth, Texas Job Description

Classification Title	Senior Victim Assistance Specialist		
Job Code:	PR2600	Job Family:	Professional
Pay Grade	608	Date Reviewed:	07/09/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Provides crisis intervention services and assistance to citizens who are victims of crime in order to protect victim's rights and prevent further injury or escalation.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Provides crisis intervention with crime victims and refers them to appropriate community resources.
2. Compiles statistics on crime victims; assesses needs of crime victims; makes community presentations on crime victims' compensation and crime victims' rights; informs victims about the criminal justice system, legal options, victimology.
3. Assists victims of crime in completion of application for Crime Victims' Compensation as set by the Texas Attorney General's office.
4. Makes presentations to citizen groups with reference to the Victim Assistance Program.
5. Assists ineligible applicants and crime victims with information on other community services or agencies who may provide assistance on specific needs.
6. Promotes community awareness of programs through community meetings, other community agencies, public education programs and related forums.
7. Maintains current information on rules and regulations imposed by agencies on specific programs.
8. Performs other related duties as required.
9. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Family laws, victim's rights and Texas criminal justice processes.
 - Resources for victims and services in the community.

- Basic law enforcement operations.
- Domestic violence dynamics.
- Texas Attorney General's Crime Victims' Compensation program.
- Crime Victims Compensation and Attorney General's program.
- Advanced Crisis Intervention/counseling skills.
- Methods and techniques of developing training classes on victimology.
- **Skill in:**
 - Crisis intervention and counseling.
 - Working and interacting with various populations.
 - Organizing and prioritizing.
 - Presenting information to large audiences.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Provide crisis intervention/counseling.
 - Assess, counsel and refer victims to appropriate community services.
 - Work with victims in crisis situations.
 - Apply policies, procedures, rules and regulations of specific agency in determining program eligibility.
 - Explain policies, procedures, rules and regulations in assigned program area.
 - Interview program applicants.
 - Maintain a variety of records and files.
 - Operate office equipment including computers and supporting word processing and spreadsheet applications.
 - Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM JOB REQUIREMENTS

Bachelor's Degree from an accredited college in social work, psychology, sociology, criminal justice or a related field and four years related experience working with crime victims in a social services setting.

OTHER REQUIREMENTS

Possession of, or ability to obtain, an appropriate, valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here 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.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.