

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Victim Assistance Specialist		
<b>Job Code:</b>	PR5040	<b>Job Family:</b>	Professional
<b>Pay Grade</b>	510	<b>Date Reviewed:</b>	07/08/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	10/12/19

### 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; works within the criminal justice system as an advocate to secure services for victims of crime.

### 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. Reads police reports to identify crime victims; reaches out to them by mail, phone or field visit; and enters information into victim assistance database.
2. Provides crisis intervention with crime victims, refers them to appropriate community resources.
3. Compile 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, and legal options.
4. Assists victims of crime in completing application for Crime Victims' Compensation, as set by the Texas Attorney General's office.
5. Magistrates Emergency Protective Order notifications.
6. Makes presentations and provides training to citizen groups, Police rookies, and Police volunteer groups regarding the Victim Assistance Program.
7. Serves as a liaison between the Police Department and Office of Attorney General when processing Crime Victim Compensation applications.
8. May translate statements or documents for victims, law enforcement officials and citizens.
9. Performs other related duties as required.
10. 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:**
  - Basic law enforcement operations.
  - Texas Attorney General's Crime Victims' Compensation program.
  - Crime Victims Compensation/Atty. Generals program.
  - Criminal justice system and resources for crime victims.
  - Family law and victims' rights.
  - Methods and techniques of developing training classes on victimology.
  - Family laws and victim's rights.
  - Domestic violence dynamics.
  - Protective orders and statutes.
  - Victims service providers.
- **Skill in:**
  - Crisis intervention.
  - Interviewing and counseling.
  - Use of computers.
  - Organization and prioritization.
  - Phone etiquette.
  - Communicating with diverse populations.
  - Training.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Work and interact with various populations.
  - Assess, counsel and refer victims to appropriate community services.
  - Work with diverse groups of victims in crisis situations.
  - Present to large audiences.
  - 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 two years of related experience working with crime victims in a social services setting.

## **OTHER REQUIREMENTS**

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.*

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.