

VICTIM SERVICES SPECIALIST

SUMMARY/PURPOSE

Responsible for the day-to-day operations of the Victim Services program and implementation of practices and procedures designed to enhance the effectiveness of the program within the City of Duluth Attorney's office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as the primary point of contact for all victim-related questions or needs, particularly meeting and conferring with victims in person or on the telephone.
2. Establish initial personal line of communication, offer support, and provide victims accurate and timely information regarding the legal process and their statutory rights.
3. Keep victims informed of the status of their case as it moves through the legal system.
4. Assist victims in preparing for hearings and trials, answer victims' inquiries, schedule testimony, and provide accompaniment and support in court, if needed.
5. Work with victims regarding emergency funds and/or reparations applications.
6. Provide referral to other victim programs and community resources to those coping with crime and victimization.
7. Provide advocacy and support to victims during interviews with law enforcement and/or attorneys.
8. Prepare correspondence, case records, reports, and other documents.
9. Maintain a current body of legal knowledge especially as it relates to victim issues.
10. Serve as a liaison between prosecutors and victims, and assist prosecutors with victim issues during investigative, pre-trial, trial, and post-trial phases of a case.
11. Gather evidence in criminal cases, including victim impact statements and restitution.
12. Arrange for the delivery of subpoenas to victims.
13. Advocate on behalf of victims to ensure all are treated with dignity, respect, courtesy, and sensitivity; advocate to ensure their rights are protected.
14. Responsible for database creation, management, and compilation of statistics on crime victims served, and complete required performance measure reporting for grant.
15. Prepare grant applications, quarterly reports, and annual progress reports.
16. Promote awareness of victim's rights, by providing training or presentations to community members, law enforcement, and/or attorneys.
17. May serve as a member for various committees with community partners.
18. Assist and fill in for office support staff as needed.
19. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
20. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's degree from an accredited college in social work, psychology, sociology, criminal justice, or a related field; and two (2) years of related experience working with crime victims in a social services setting; OR
 - B. An equivalent combination of related education and/or experience equaling six (6) years.
2. License Requirements
 - A. Possession of a valid Minnesota Driver's License or equivalent.
3. Knowledge Requirements
 - A. Knowledge of criminal litigation process in the state court system, including documents used in instituting criminal complaints.

- B. Knowledge of the statutory rights of crime victims.
 - C. Knowledge of crime victim issues and methods to deal with them.
 - D. Knowledge of litigation process and use of technology to support those efforts.
 - E. Knowledge of local social services agencies and services they provide.
 - F. Knowledge of courtroom and testimony procedures.
 - G. Knowledge of law enforcement investigative procedures.
 - H. Knowledge of appropriate state and local laws relating to domestic violence and crime victims, legal terminology, and court practices and procedures.
4. Skill Requirements
- A. Skill in reading and comprehending materials involving legal and technical matters.
 - B. Skill in Microsoft Office Suite, personal computer use, typing, and internet research.
 - C. Skill with various litigation support applications.
 - D. Skill in crisis intervention.
 - E. Skill in interviewing and counseling.
 - F. Skill in organization and prioritization.
 - G. Skill in communicating and effective listening with diverse populations.
5. Ability Requirements
- A. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - B. Ability to deal with the public in difficult/stressful situations.
 - C. Ability to organize workload to efficiently prioritize/meet multiple demands and deadlines.
 - D. Ability to work cooperatively and effectively with coworkers, supervisors, victims, and others.
 - E. Ability to assess, counsel, and refer victims to appropriate community services.
 - F. Ability to work with diverse groups of victims in crisis situations.
 - G. Ability to deal with people of different economic and cultural backgrounds; respect for and sensitivity to the needs and rights of others, including those with differing cultural, racial, religious, age, gender, ability, and affectional differences between people.
 - H. Ability to follow strict guidelines to manage confidential materials and maintain client confidentiality.
 - I. Ability to communicate orally and in writing in a logical, persuasive, and accurate manner.
 - J. Ability to communicate effectively on a one-to-one basis or before groups for the purpose of obtaining or providing information.
 - K. Ability to work independently, be resourceful, meet deadlines, and complete assignments from minimal information and under general instructions.
 - L. Ability to accurately and thoroughly document and file information.
 - M. Ability to work under pressure of time and conflicting demands.
 - N. Ability to travel occasionally for training.
6. Physical Ability Requirements
- A. Ability to sit for extended periods.
 - B. Ability to hear and speak to exchange information.
 - C. Ability to occasionally crouch, stoop, and reach for supplies, files, etc.
 - D. Ability to occasionally lift and carry office items weighing up to 25 pounds.
 - E. Ability to transport oneself to, from, and around various locations.
 - F. Ability to attend work on a regular basis.

HR: HD	Union: Basic	EEOC:	CSB: 07/07/2020	Class No:
WC:	Pay:	EEOF:	CC:	Resolution: