

**CITY OF GLENDALE
POSITION DESCRIPTION**

TITLE: Victim Assistance Coordinator
DEPARTMENT: Police Department
APPLY: www.glendale.co.us

STATUS: Non-exempt
SALARY: \$48,000
EFFECTIVE DATE: 12/2021

GENERAL PURPOSE:

The Victim Assistance Coordinator is a civilian position within the police department. The Coordinator is responsible for coordinating all activities of the Victim Services Program. Duties include crisis response for crime victims, ensuring victim rights, and interaction with other victim services. Informs victims of case status, victim rights and property return assistance. Ensures the rights and needs of victims are addressed by department personnel.

SUPERVISION RECEIVED: The position reports to the Support Services Lieutenant and may receive supervision from the Patrol Lieutenant.

SUPERVISION EXERCISED: The position exercises direction to volunteer victim assistance staff.

ESSENTIAL DUTIES: Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Provides immediate crisis intervention with victims of crime, including counseling, referral and advocacy.
- Exhibits a concern for the well being of all victims and maintain a productive working relationship with all victims.
- Establishes and maintains contact with victims of crime; provides support; provides information regarding rights and responsibilities; explains legal procedures; updates the victims on case status; facilitates victim's attendance at court proceedings; and accompanies victims to court as necessary.
- Informs victims of services available through the community, victim compensation, and other referral services.
- Serves as an advocate for and as a resource to victims; maintains the privacy of the victims with regard to the general public; refers victims to other sources as appropriate; serves as liaison between victims and prosecutor's office; and works with prosecutor's office to ensure victim rights.
- Generates and mails victim notification letters mandates by the state constitution and applicable statutes.
- Performs case management work; maintain case files and databases; prepares and maintains documentation; writes and reviews reports pertaining to the progress of cases; and ensures applicable statutory and regulatory requirements are met throughout casework.
- Ensures that victims are aware of their rights under Colorado law and maintains compliance with the Victim Rights Act.

- Maintains effective relationships with District Attorney's Office, other law enforcement agencies, community service organizations, and state and national victim service organizations.
- Remains current on victim issues, status, and information, and notifies victims of developments of relevance.
- Writes grants to obtain sources of supplemental funding.
- Evaluates victims' needs, makes appropriate referrals and provides necessary follow-up in a timely manner by phone, written communication, or in person.
- Keeps and maintains a collection of resources, services, and referrals available for victims.
- Assists in the training and education of citizens and police officers concerning victimization and victim rights.
- Informs victims about the operation of the criminal justice system.
- Work with other law enforcement agencies to keep victims informed about the status of their case(s) and the release of defendants from custody pending prosecution.
- Assists victims with the return of their property.
- Collects and analyzes statistical data on victimization and makes correlations with specific crimes.
- Maintains a filing system for all contacts and activities of the position.
- *Prepares and maintains* a monthly report for all contacts and activities of the position.
- Establishes and maintains a liaison with community and school programs.
- Maintains availability on an on-call status the majority of the time through the use of a department-supplied pager with a response time within thirty (30) minutes of receiving a call for service.
- Supervises and coordinates activities of victim assistance volunteers.
- Performs other duties as assigned.

PERIPHERAL DUTIES:

- Performs general clerical work in support of assigned duties, including answering telephones, assisting customers, copying, and filing documents, etc.
- Attends meetings as required.
- Performs other duties as required.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- Graduation from high school or possession of GED certificate.
- 21 years of age at time of hire.
- U.S. citizen or authorized to work in the United States.
- Prior victim advocacy experience.
- Received training in the principles and duties of Victim Advocacy.

Necessary Knowledge, Skills, and Abilities:

- Knowledge and the ability to apply prior training in Victim Advocacy.
- Knowledge and/or the ability to comprehend police practices, policies, or rules and court process.
- Knowledge and the ability to explain the complexity of the investigatory and court processes.
- Ability to establish and maintain effective relations with victims, citizens, department employees, city employees, and community groups.
- Ability to communicate clearly, concisely, and effectively in non-stressful, stressful, and/or emergency situations, both orally and in writing.
- Ability to establish and maintain control over situations as they develop.
- Ability to interview people effectively and efficiently in a state of crisis in person, via telephone, or T.D.D.
- Ability to deal tactfully and courteously with the public.
- Ability to act quickly and calmly in emergency situations and to make quick, reasonable, and effective decisions.
- Ability to read written or typed materials or reports.
- Working knowledge and/or the ability to comprehend community, school, and referral programs.
- Applies professional judgment and discretion in promoting a positive image for the position in all contacts with victims, department employees, city employees, and other members of the community.
- Ability to understand and carry out or follow written and oral instructions.

SPECIAL REQUIREMENTS:

- Appointments to all positions in the Police Department are subject to background investigation, psychological evaluation, physical examination, polygraph, and substance screening required prior to employment with job-related tests as required.
- This position requires the use of personal or City vehicles on City business. Must possess, or be able to obtain by time of hire, a valid state driver's license without record of suspension, or revocation in any state.

TOOLS AND EQUIPMENT USED:

Single-line or multi-line telephone by the use of a handset or T.D.D, a portable and mobile radio to communicate by voice with police, fire, and rescue personnel, personal and mainframe-based computers and printers, typewriter, fax machine, motor vehicles, when available, digital pager and photocopy machine.

PHYSICAL REQUIREMENTS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Work is performed mostly in an office setting. While performing the duties of the position the employee is required to sit, stand, walk, twist, turn, kneel, bend, squat, push, and stoop in the performance of daily activities.

Additionally, the position requires near and far sights vision, and the ability to focus when reading written reports and work-related documents. Acute hearing is required when providing phone and personal conversations. The employee must occasionally lift and/or move 25 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Duties are primarily performed in an office environment, (50%) which relatively quiet, but when in the field the employee is exposed to varying and extreme weather conditions (50%). When responding to emergencies, employees' risk physical hazard from violent, aggressive, and hostile people, a variety of weapons, noise, chemicals, bodily secretions, sharp objects, traffic, drugs and drug paraphernalia.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. This updated job description supersedes prior descriptions for the same position.

I have read and understand the foregoing job description and necessary skills required for the Victim Assistance Coordinator position and confirm this understanding by signing this form.