



## **VICTIM/WITNESS ASSISTANT**

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

**ESSENTIAL JOB DUTIES:** 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.

**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 JALAN 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 20 pounds; sit for prolonged periods of time using keyboard; ability to use telephone.

**Special requirements:** Must possess or obtain by appointment date a valid operator's license issued by the State Department of Motor Vehicles; must possess the skills to successfully complete the required minimum 40 hours of entry-level trainings.