

DEPARTMENT: Personnel

BY: Richard J. Benson

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RECOMMENDED ACTION AND JUSTIFICATION:

Approve an amendment to the job description for the Victim/Witness Services Supervisor. The minimum qualifications state that in order to qualify for this position, an individual must possess an Advanced Coordinator certificate issued under the Office of Criminal Justice Planning (OCJP) as well as an Advanced Advocate certificate issued under the OCJP. These requirements were incorporated in the job description in 2004 because the incumbent Victim/Witness Services Supervisor at the time possessed both certifications through this program.

After the incumbent retired, a recruitment was opened to fill the vacancy. The retired incumbent subsequently informed the Personnel Office that it would be almost impossible to find a qualified candidate if these certifications are a requirement of the job (the recruitment was immediately withdrawn). This is because these certifications can only be obtained while an individual is working in a position under the Victim/Witness Services Program and also because the OCJP is no longer the valid program to receive these certifications. Therefore, the minimum qualifications need to accurately reflect what should be required of a successful candidate for the Victim/Witness Services Supervisor and that is the ability to obtain an Entry Level Advocate certificate within one year of employment and an Advanced Advocate certificate within two years of employment under the appropriate Victim/Witness Service Program curriculum.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

The Board of Supervisors adopted the Victim/Witness Services Supervisor job description in 2004.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Amend the job description as the Board desires and adopt.

Financial Impact? () Yes (X) No	Current FY Cost: \$	Annual Recurring Cost: \$
Budgeted In Current FY? () Yes () No () Partially Funded		
Amount in Budget: \$ _____		List Attachments, number pages consecutively _____
Additional Funding Needed: \$ _____		Job Description
Source:		_____
Internal Transfer		_____
Unanticipated Revenue	_____ 4/5's vote	_____
Transfer Between Funds	_____ 4/5's vote	_____
Contingency	_____ 4/5's vote	_____
() General () Other		_____

CLERK'S USE ONLY:

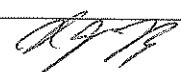
Res. No.: 11-97 Ord. No. _____
Vote - Ayes: 5 Noes: _____
Absent: _____
hmw Approved
() Minute Order Attached () No Action Necessary

COUNTY ADMINISTRATIVE OFFICER:

Requested Action Recommended
 No Opinion
Comments:

The foregoing instrument is a correct copy of the original on file in this office.

Date: _____
Attest: MARGIE WILLIAMS, Clerk of the Board



VICTIM / WITNESS SERVICES SUPERVISOR

DEFINITION

To supervise and provide comprehensive services and support to crime victims and witnesses; to coordinate and facilitate victim and witness appearances in court; to assist in the coordination of program grants; to provide referrals for victims and family members to public and private agencies for assistance; and to perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the District Attorney.

Exercises general supervision over Victim / Witness Advocates and clerical staff as assigned.

EXAMPLES OF ESSENTIAL FUNCTIONS

Plans, coordinates and supervises the Victim / Witness Services Program for the Mariposa County District Attorney's Office, ensuring compliance with all applicable laws, regulations and program requirements.

Develops and implements program policies and procedures.

Prepares and manages the program budget; solicits and manages program donations and grant funds; manages program accounts.

Selects, trains, supervises and evaluates the performance of Victim / Witness Advocates and clerical staff as assigned; provides advice and assistance as needed; implements disciplinary action as necessary.

Reviews all documentation and correspondence completed by Victim Advocates for accuracy, compliance and completion; ensures the maintenance of accurate and up-to-date program records.

Identifies and informs crime victims of their legal rights and ensures their rights are protected; assists victims in completing victim impact statements.

Notifies family members when a person has been a victim of crime; notifies employers of the victimization of an employee or need for court appearance.

Provides crisis counseling and emergency intervention to victims of crime; responds to the immediate material needs of victims, including shelter, food, transportation, clothing and medical care.

Photographs victims' injuries as needed for case prosecution.

Provides emotional and moral support to victims of crimes; refers victims to other agencies in cases of physical, social and/or psychological injuries or anxieties.

Works with the Attorney General's Office to make arrangements for witness and victim protection in potentially dangerous situations; assists with the preparation and filing of restraining orders as needed.

Serves as liaison between the victim, witnesses, law enforcement officers, investigators, court personnel and other government and community organizations; intervenes with creditors as necessary.

Keeps victims and witnesses informed of bond hearings, jail releases, court hearings, etc.; provides courtroom orientation to victims and witnesses, and accompanies them to court when support is requested.

Assists in preparing victims and witnesses for court testimony.

Attends pre-trial meetings, bond / parole hearings and trials, and provides testimony on behalf of victims as necessary.

Assists victims of crime in re-claiming items that may have been retained by law enforcement personnel for evidence purposes.

Assists victims in filing applications with the State Board of Control for financial assistance with medical expenses, lost wages, counseling expenses, funeral expenses, etc.

Assists families with funeral arrangements as necessary.

Develops and implements programs to educate law enforcement officers and citizens about crime victimization and other crime-related issues; coordinates and conducts related training.

Plans and gives presentations to school, community and civic groups as requested to increase public awareness and support of the Victim-Witness Services Program.

Coordinates program activities with those of other social service and government agencies as appropriate to better serve victims and witnesses.

Receives and responds to citizens' inquiries, concerns and complaints concerning program activities.

Performs routine administrative and clerical work as required, including but not limited to preparing reports and correspondence, compiling data for reports, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, etc.

EMPLOYMENT STANDARDS

Knowledge of:

Pertinent federal, state and local laws, codes, ordinances and regulations.

County organization, policies and procedures.

Budget development and financial record-keeping.

Grant writing and administration.

Principles and practices of staff supervision, training and performance evaluation.

Legal rights of crime victims.

Structure, functions and processes of the criminal justice system.

Crisis intervention, interviewing and counseling techniques.

Basic psychology and sociology as they relate to victims of crimes and their needs.

Related agencies, organizations, volunteer programs or individuals providing assistance to victims and/or witnesses of crime in Mariposa County.

Modern office practices and technology, including the use of computers for word processing and records management.

English usage, spelling, grammar and punctuation.

Safe work practices.

Community relations and public speaking methods.

Ability to:

Understand, interpret and apply pertinent federal, state and local laws, rules and regulations, policies and procedures.

Use initiative and sound, independent judgment within established guidelines.

Train, supervise and evaluate the performance of others.

Analyze problems, identify alternative solutions, determine consequences of proposed actions, and make and implement recommendations in support of goals.

Prepare and administer assigned budgets and maintain accurate financial records.

Effectively administer grant programs and funds.

Provide crisis intervention, trauma reduction and follow-up counseling assistance.

Work effectively in a calm and effective manner under conditions of limited supervision, high stress, and rapidly changing circumstances with emotionally distraught, traumatized and/or disorderly individuals or groups.

Deal tactfully and effectively with the public and with others contacted in the course of work.

Demonstrate sensitivity to the cultural and ethnic diversity of the population served, and to the special needs of victims and witnesses.

Plan and implement activities to educate and gain the support of the public for the Victim-Witness Services program.

Communicate clearly and concisely, both orally and in writing.

Understand and execute written and oral instructions.

Maintain the security and confidentiality of specified records, information and files.

Work with sensitive and graphic topics.

Use computers effectively for word and data processing and records management.

Safely operate office and special equipment.

Perform mathematical computations with accuracy.

TYPICAL WORKING CONDITIONS

Most work is performed in a normal office environment; work involves some travel within the County to various locations. Incumbent may be exposed to adverse weather conditions and violence, and must be willing to work irregular hours as required.

TYPICAL PHYSICAL REQUIREMENTS

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; to drive a motor vehicle; to lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office and camera equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Three years of increasingly responsible para-professional or professional victim services, peer counseling, crisis intervention, social services or related experience, including at least one year in a lead or supervisory capacity and some experience working with grant preparation and administration.

Education:

Graduation from an accredited college or university with a Bachelor's degree in behavioral science, psychology, sociology, criminal justice or a closely related field.

Substitution:

Additional qualifying experience may be substituted on a year-for-year basis for up to two years of the required education beyond the required 60 units in the above fields.

Additional Requirements:

Ability to obtain an Entry Level Advocate certificate issued under the appropriate Victim/Witness Services Program curriculum within one year of employment.

Ability to obtain an Advanced Advocate certificate issued under the appropriate Victim/Witness Services Program curriculum within two years of employment.

Must have the ability to pass the California State Department of Justice fingerprinting clearance.

Possession of a valid California driver's license. Under certain circumstances, the Personnel Director may accept a valid driver's license from another state if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.