

CITY OF OVERLAND PARK POSITION DESCRIPTION

TITLE:	Victim Assistance Program Coordinator	BAND/LEVEL:	Contract
DEPARTMENT:	Law	JOB NO:	9545
DIVISION:	Prosecution	DATE:	3/25/2012
REPORTS TO:	Administrative Prosecutor	FLSA STATUS:	N
FULL-TIME: _____	PART-TIME: <u>XX</u>	TEMPORARY: _____	COST CENTER: 141

REPLACES: Victim Assistance Program Coordinator

DATE: 9/26/03

JOB SUMMARY STATEMENT:

Coordinates the Law Department's duties and responsibilities for implementing the City's Victim Assistance Program.

DUTIES AND RESPONSIBILITIES:

1. Initiates contact with victims to ensure their understanding of the criminal justice process including their rights as victims. Provides information concerning hearing dates, subsequent disposition; and to identify the availability of resources.
2. Aids victims in areas of crisis intervention, support, education/prevention, treatment and referrals.
3. Reviews all reports involving victims filed in Municipal Court. Identifies victims, prepares initial correspondence, and compiles statistical information which is entered into a spreadsheet.
4. Furnishes immediate services to victims and witnesses who initiate requests. Provides information on case status, restitution, court procedures, etc.
5. Reviews potential warrant purges involving victims/witnesses.
6. Tracks and attends court hearings on behalf of, or with, victims.
7. Prepares victims for trial and tours courtroom with victim. Explains procedures, expectations, appropriate courtroom demeanor, and answers any questions victims and witnesses may have before and after disposition.
8. Prepares motions for no contact.
9. Works with victims to identify if restitution is appropriate and prepares motions for restitution.
10. Assists victims in return of property. Contacts prosecutor and/or court to ensure victim's property is returned as quickly as possible.
11. Assists victims in completion of Victim Impact Statement. Discusses realistic sentencing possibilities.
12. Acts as liaison between prosecutor's office and crime victims. Reviews victim cases with prosecutor including possible participation as a witness. Informs prosecutor of victim needs and desires concerning sentencing and case resolution. Works to ensure that victim is not further traumatized in criminal justice process and that their utilization as a witness is effective and efficient.
13. Answers questions from victims and witnesses regarding docketing and pre-trial issues.
14. Follows-up victim case dismissals.
15. Generates disposition letters to victims and to compiles statistical information regarding the results of the customer satisfaction survey sent to victims.
16. Reviews and assesses current services and networks with other service providers.
17. Assists in creation of various educational tools to aid in victim's understanding of Municipal Court system.

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18. Works the days and hours necessary to perform all assigned responsibilities and tasks. Is available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
19. Is punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Associates degree in paralegal, social welfare, human resources, or a related field of study or an equivalent combination of formal education and work experience in these areas.

EXPERIENCE:

Two years of work experience in social work, human resources, law, or a related field with some customer service training, or an equivalent level of experience.

SKILLS:

1. Good oral and written communication skills
2. Good independent judgement
3. PC skills
4. Ability to read and write

MENTAL REQUIREMENTS:

1. Ability to recognize and protect confidential data
2. Ability to empathize with crime victims
3. Ability to work in a hectic environment

PHYSICAL REQUIREMENTS:

1. Ability to operate and input data into a personal computer
2. Ability to operate fax machine
3. Ability to place and receive telephone calls
4. Ability to listen closely

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.