

**Title:** Victim Assistance Coordinator  
**PG:** 36  
**Status:** Non-Civil Service  
**Position Reports to:** CIS  
**Department:** Police

**Class Code:** 5017  
**Date:** 09/08

### **GENERAL DESCRIPTION OF CLASS:**

The Victim Assistance Coordinator maintains a working knowledge of the criminal justice system; possesses the ability to communicate effectively, and the ability to intervene during a crisis situation. The Victim Assistance Coordinator's efforts are focused on the continuous development of the existing program so those crime victims may be effectively and successfully served. The Victim Assistance Coordinator coordinates the Victim Advocate Program, assuring that there is adequate response coverage seven (7) days a week twenty-four (24) hours a day. The coordinator maintains and performs daily review of event reports and initiates direct service contact with victims of assault/battery, rape, robbery and other crimes, plus follow-up contacts as needed. The Victim Assistance Coordinator maintains a professional working relationship with various social service agencies and the State Attorney's Office. This position supervises the Victim Assistance Advocates as well as the volunteers. Further, the Victim Assistance Coordinator must have a working knowledge of the various social agencies that can provide assistance to victims.

### **ESSENTIAL FUNCTIONS:**

1. Coordinate the Victim Advocate Program assuring that there is adequate call out coverage 7 days a week and 24 hours a day.
2. Required to perform call-out duties as needed.
3. Provide development for the bank of volunteer victim advocates through in-service and specialized training sessions.
4. Maintain and perform daily reviews of crime reports and initiate direct contact with victims, follow up contact as needed.
5. Maintain a professional working relationship with various social service agencies and the State Attorney's Office.
6. Maintain updates on laws pertaining to victims' rights.

### **ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

### **KNOWLEDGE, SKILLS & ABILITIES:**

1. Working knowledge of the various social agencies that can provide assistance to victims.
2. Working knowledge of the criminal justice system.
3. Ability to communicate effectively, speak publicly, work with and motivate volunteer advocates.
4. Ability to intervene in crisis situations, to understand the immediate needs of victims.

### **WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.  
The job risks exposure to no significant environmental hazards.  
The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

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**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. Associates of Arts Degree or the equivalent thereof from an accredited college.
2. Four (4) years of experience in domestic and/or crisis intervention related work.
3. An equivalent combination of education and experience that is determined to be directly related to the specific requirements may be substituted.

**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.