

CITY OF HELENA



Position Title: Victims Services Specialist

Department: City Attorney

Grade: 137

Temporary Grant Position

FLSA: Non-Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

The purpose of this position, under the general direction of the City Attorney, is to perform a wide variety of administrative and advocacy services for victims of crimes in the city of Helena. The position will respond to the needs of both primary and secondary crime victims to assist in stabilizing their lives following victimization. The position will assist victims through the processes of the criminal justice system. Prioritization of services offered by this position will go to victims of sexual assault, domestic abuse, child abuse and victims of assault.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Customer Service

The position will guide victims through the legal justice system by providing initial communication, information, support, and advocacy services to victims, family members and witnesses. The incumbent will assess victims' needs and prepare victims and witnesses for court proceedings. The incumbent will accompany victims to court proceedings as requested will keep them apprised of the status of cases. The position is responsible to assist victims and witnesses in obtaining orders of protection. The position will respond to requests from victims, witnesses and the general public in a timely fashion. There is a high level of responsibility needed in the determination of information that is appropriate for release. The incumbent will follow all applicable laws and regulations when providing information. The position will provide the public with information on available resources.

Stakeholder Coordination

The position will serve as the liaison for victims and witnesses and the criminal justice system. This will be done by providing information to the appropriate parties regarding the case; scheduling interviews with witnesses; conducting research and locating witnesses as appropriate; and providing appropriate support for victims and witnesses including community resources. The incumbent will attend arraignments and other court proceedings as necessary and provide information to Municipal Court as requested by the Court or the City Attorney.

Record Management

The position ensures all relevant documentation is included in each file for assigned cases. The incumbent will maintain orderly files so that other staff can easily access them, as needed. The position is responsible to track and maintain statistics on contacts with victims and other work that is completed for internal and grant purposes.

Grant Management

The position will coordinate and supervise the grant processes for the victim assistance program. The incumbent will be involved in preparing annual grant proposals; preparing quarterly grant reports and submitting them to the appropriate agency; researching grant availability and applying when appropriate; and preparing and submitting grant related materials to the City Attorney for approval.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Modern office procedures, methods, equipment and software such as Word, Excel, Access, PowerPoint and other relevant software.
- Criminal justice codes, regulations, laws and procedures.
- Principles of victim assistance including community resources and social services available.
- Practices and principles of victim advocacy/counseling.
- Time management and organizational practices.

Skill or ability to:

- Observe situations analytically and objectively and record clearly and completely
- Communicate clearly and concisely, both orally and in writing.
- Maintain confidentiality of investigations and corresponding involved evidence.
- Establish and maintain positive working relationships with those contacted in the course of work, often under difficult circumstances; work cooperatively with other departments, City officials, internal members, outside agencies, victims, courts, and the public.
- Analyze numbers and financial information.
- Make sound, logical and practical decisions.

Physical Demands:

This position requires the ability to walk, sit, bend, kneel, stoop, crawl, reach, talk, and hear. Must be able to move or lift documents and materials weighing up to 20 pounds. The work may involve occasional travel to attend meetings and pick up/deliver documents and supplies.

Minimum Qualifications (Education, Experience and Training):

This position requires training equivalent to a Bachelor's degree from an accredited college or university with major course work in criminal justice, human services, social work, sociology, psychology or related program. The position also requires two years of experience in the same fields as listed for education. Experience working with victims of crime, and advocate/counseling training preferred. Other relevant combinations of education and work experience may be evaluated on an individual basis.

License or Certificate:

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver's license within six months of hire.

Supervision Received:

Supervised by the City Attorney

Supervision Exercised:

None

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.