

Victim Services Coordinator

Dept/Div: Attorney

FLSA Status:

Non-Exempt

General Definition of Work

Performs intermediate skilled Human Relations work to assist victims of crimes by explaining the criminal justice process; provides information and/or referrals regarding legal, emotional, and financial support services. The incumbent serves as a liaison between victims and other office personnel in the Attorney's Office, and assists prosecutors through witness management and trial assistance, community outreach and education, and grant coordination and support for victim services. Work is performed under the limited supervision of the County Attorney.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Answer phones, assist members of the public in person and over the phone; updates computer forms as necessary; manages files.
- Provides crime victims with information regarding their rights, in accordance with Minnesota Statute 611A and other applicable laws. Maintain communication with victims to provide accurate and timely information regarding their cases.
- Facilitates crime victims' understanding and expectations of the criminal and juvenile justice processes. Answers questions, provides referral information, and determines when to initiate crisis intervention assistance.
- Helps victims' access legal and financial support services, and assists with completion of restitution paperwork, victim impact statements, and other forms and filings as needed.
- Provides prosecuting attorneys with information regarding victims. Assists prosecuting attorneys in witness preparation; coordinates witness management on cases prosecuted by the County Attorney's Office, including self-initiating contact with witnesses in preparation for trial. Answers questions from attorneys and follows up on inquiries regarding victim or witnesses. Schedules appointments, phone conferences, and meetings with victims and witnesses as requested by the assigned attorney or as initiated by the victim or witness.
- Explains basic concepts of a criminal trial and testifying at criminal trial to victim and witnesses. Attempts to keep victims and witnesses cooperative and participating in the criminal justice process by communicating in a respectful and professional manner, answering questions, and listening to victims' concerns and offering assistance/support when appropriate.
- Assists victims by attending and/or escorting victims to trial; provides emotional support throughout the trial; explains plea offers/deals; assists victims in coordinating travel, lodging, and child care as required.

- Attends meetings and events as a representative of the County Attorney's Office.
- Updates grant forms, maintains records, tracks activities, and prepares reports in accordance with grant requirements. Assists County Attorney with development of the grant budget.
- Develops, plans, and makes recommendations to enhance the victim assistance program as assigned.
- Arranges for, prepares and delivers training to community agencies and personnel regarding crime victim issues.
- Develops brochures and other information addressing general victims' rights, including available services and resources.
- Builds and maintains positive and productive relationships with other counties and agencies. Attends meetings and continues training to maintain knowledge and to apply best practices in victim services.
- Performs other job-related duties as assigned or apparent.

Knowledge, Skills and Abilities

Thorough knowledge of County and department policies, practices and procedures; general knowledge of Minnesota statutes, rules and regulations; general knowledge of court system and processes
 Skilled in the use of standard office equipment, computer software including MS Office; ability to make arithmetic calculations;
 Ability to work with the public, victims of crimes, court staff and county staff. Ability to handle public and non-public data.

Education and Experience

Bachelor's degree in sociology, human services, psychology, criminal justice, or related field; one year of related experience working directly with victims of crime; OR an equivalent combination of education and experience. A valid driver's license is required. Must successfully complete a criminal history background check.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires standing, walking, sitting, speaking or hearing and reaching with hands and arms and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work requires close vision and ability to adjust focus; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements