



Career Service Authority

Victim Specialist

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GENERAL STATEMENT OF CLASS DUTIES

Acts as an agent for the Victim Assistance Unit (VAU) of the Denver Police Department to provide crisis intervention, advocacy, information and referral to victims of and witnesses to crime, and stark misfortune (traumatic, non-crime-related death).

DISTINGUISHING CHARACTERISTICS

This class is distinguished from "Victim Advocate", which provides advocacy, peer support and assistance to the victims, witnesses and survivors of violent and non violent crimes, assists with trial preparation, which is strictly court related and prosecution function in nature.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent. Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion. Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Provides on-scene crisis intervention services to victims of and witnesses to crime and other survivors, including death and emergency notification.

Performs self-initiated or police-requested outreach, within specified time of the crime occurrence, to victims of a specific crime such as domestic violence or sexual assault and to victims of stark misfortune from authorized Denver Police Department (DPD) office or off-site locations.

Provides victim(s) and witness(es) with information about police investigations, departmental policy and procedure, and provides detectives with pertinent information.

Identifies victim(s), witness(es) and survivor needs and makes referrals to appropriate support services.

Trains new (VAU) After-Hours and permanent team members, educates community, service and support agencies in the Unit activities and procedures.

Provides on-going training and support throughout (DPD) related to victim rights and issues regarding victim(s) and available services.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges and Skills:

Customer Service - Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality product and services.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Behavioral Boundaries - Recognition of acceptable parameters of behavior.

Organizational Awareness - Knows the organization's mission and functions and how it's social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgement to generate and evaluate alternatives, and to make recommendations.

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Skill in interviewing and observing victims to determine underlying problems, establish needed facts and make objective evaluations of crisis situation.

Skill in communicating clearly and concisely to elicit and/or present explanatory or interpretive information.

Skill in reacting calmly and effectively in emergency and stressful situations.

Knowledge of the issues and problems related to domestic violence, sexual assault, or other more specific crimes sufficient to be able to advise and assist victims of these particular crimes.

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public in emergency and other situations.

Knowledge of the criminal justice system and its procedures sufficient to be able to assist and guide victims through the investigation and judicial process.

Skill in using community resources to make appropriate referrals by evaluating the victims' needs and particular situation.

Skill in exercising initiative, judgement, and decision making in solving problems and meeting organizational objectives.

Knowledge of teaching strategies and training techniques sufficient to be able to develop, plan and coordinate educational and training programs.

Knowledge of the Colorado Victim Rights Act (C.R.S. 24-4.1-301) including all requirements and procedures related to law enforcement responsibilities mandated in the statute.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping or otherwise working with hand(s)

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus

Working Environment:

Contact with victims, witnesses and family members under a wide variety of circumstances and locations that may be emotionally or physically challenging

Exposed to unpleasant elements (accidents, injuries and illness)

Subject to varying and unpredictable situations

Handles emergency or crisis situations

Subject to many interruptions
Makes home visits
Pressure due to multiple calls and inquiries
Hazards: conditions where there is danger to life, body, and /or health.

Education Requirement:

High School Diploma or GED and completion of 30 semester hours of human services or related coursework in the social sciences such as psychology, sociology, social work or criminal justice.

Experience Requirement:

Two years of paid or volunteer human services experience providing crisis intervention and/or victim related services to crime victims or victims of stark misfortune (traumatic, non-crime related death).

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Licensure and/or Certification:

Possession of a valid Driver's License at the time of application and possession of a valid Colorado Class "R" Driver's License prior to the end of employment probation and maintaining of a valid Colorado Class "R" Driver's License throughout the employment period .

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/22/2007

REVISED BY: hp

CLASS HISTORY

This class was originally created as "Crisis Mediator", during the JAJE conversion project, on September, 1995. The job spec was placed in to the new format, on February, 2002. The revision changes the job title to a new title as "Victim Specialist" with updating the current spec to meet current recruitment needs by the agency.