**General Statement of Duties**

Performs full performance professional level work implementing, administering, and developing program activities and functions and provides technical expertise to program staff, other agencies, the community, and program participants.

**Distinguishing Characteristics**

Positions in this class provide advocacy, peer support and assistance to the victims, witnesses and survivors of violent and non-violent crimes and assist with trial preparation. It is distinguished from the class of Victim Specialist that 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).

**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 & 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 Communication & 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**

Contacts crime victims by phone or mail to explain victim rights, provide information and answer questions about the criminal process, provide victim impact statements, review police reports, assess risk factors, and provide safety planning.

Appears at trials and at hearings in an information/mediation role to provide peer support, offer emotional support and procedural review for the victim and witnesses, and liaison with the court and prosecution team.
Assesses victim needs, makes referrals and collaborates with community service organizations.

Coordinates appearance of victim and/or witnesses with courtroom schedule and availability of prosecution team.

Coordinates and schedules meetings with victims and prosecution staff.

Maintains contact with victim/witnesses to keep them updated on case status, and assists victim with such things as translator services, therapy referral, transportation arrangements to and from court, protective orders, emergency funds, and temporary housing/shelter programs.

 Ensures services to clients are in compliance with Colorado Victims Rights Act.

Prepares all necessary paperwork for the disposition of court. Prepares trial, arraignment, and sentence statistics for monthly and quarterly reports.

Some positions may explain victim compensation funds restitution options available to victims.

Some positions may train volunteers and interns on courtroom procedures/decorum and advocacy skills needed to work with crime victims.

Performs other related duties as assigned or requested.

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.

### Competencies

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

### Knowledge & Skills

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 comprehending the Colorado Crime Victim and Compensation Act to provide information to victims to ensure completion of claim and loss forms.

Skill in using community resources to make appropriate referrals by evaluating the victims’ needs and particular situation.
### Education Requirement

Bachelor’s Degree in Human Services, Criminal Justice or related field.

### Experience Requirement

Two (2) years of paid or volunteer human services experience providing casework, case management or trauma services to the victims of violent or non-violent crimes.

### Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

By position, requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### Working Environment

Subject to varying and unpredictable situations.
Handles emergency or crisis situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Subject to traffic, roadways, and pedestrians.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one’s feet in an upright position.
Walking: moving about on foot.
Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Climbing: ascending or descending objects usually with hands/feet.
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.
Repetitive Motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another

### Background Check Requirement

Criminal Check
Employment Verification
Education Check

City and County of Denver
By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

At-Will Position.

**Class Detail**

Pay Grade: X-000  
FLSA Code: N  
Management Level: 10  
Established Date: 12/14/2018  
Established By: Lori Schumann  
Revised Date:  
Revised By:  
Class History: