



Office of Human Resources  
Victim Specialist - CA2671  
THIS IS A PUBLIC DOCUMENT

### General Statement of 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.

### 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(s) with information about police investigations, departmental policy and procedure, and provides detectives with pertinent information.

Identifies victim(s), witness(s) 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.

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

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

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.

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.

### **Knowledge & Skills**

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.

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.

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 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.

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.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Two (2) 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 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**

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

Potential exposure 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.  
Subject to traffic, roadways, and pedestrians.

### Level of Physical Demand

3-Medium (20-50 lbs.)

### Physical Demands

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

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.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

### Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: A-616**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**