

## VICTIM ASSISTANCE MANAGER

### NATURE OF WORK

This is complex and responsible administrative work directing and coordinating the activities of the Victim Assistance Unit.

Work involves directing and supervising the activities of subordinate personnel, interns and volunteers; serving as liaison between the department and collaborative community partners; providing direct services to crime victims; and providing administrative direction on victim services, rights and related training. Supervision is exercised over subordinate staff, interns and volunteers. Supervision is received from Assistant Chief of Police in the form of conferences, reports and results achieved.

### EXAMPLES OF WORK PERFORMED

Provides direct services to crime victims in the form of outreach and advocacy in the following ways: outreach following report of victimization by mail and phone; criminal justice advocacy and accompaniment to court hearings, depositions, parole hearings, sentencing and trials.

Assists walk-in clientele with protection order affidavits or other presenting concerns, promotes safety planning and supplies safety plan information as appropriate; provides referrals and trauma support as appropriate; de-escalates crisis when necessary.

Coordinates resources and efforts of the unit in cooperation with other collaborative community partners involved with the Criminal Justice System and Crime Victim Services.

Maintains knowledge of national and state legislation affecting victims and assists the department in developing policy positions.

Researches and writes grants for additional staffing and programs to assist crime victims.

Supervises advocates, interns and volunteers; develops programs to recruit and train volunteers.

Participates on appropriate boards and committees as deemed relevant to unit and department goals.

Compiles and maintains daily and quarterly statistics as required for grants, victim cases and the Police Department annual report; compiles and maintains documentation and information for law enforcement accreditation reports as directed.

Provides trauma informed, victim-centered training to law enforcement and dispatch academies and community partners as requested.

Completes community outreach projects as assigned related to victim rights, awareness campaigns, enhanced collaborations, etc.

Performs related work as required.

## DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of victim rights and legislation impacting crime victims and victim service programs.

Thorough knowledge of community partners providing services to crime victims.

Thorough knowledge of grant writing and reporting procedures and requirements necessary to obtain and maintain funding for the program.

Thorough knowledge of best practice related to victim advocacy, mental health, trauma informed care, secondary trauma, threat assessment, domestic violence, sexual assault, human trafficking, child abuse, elder abuse, vulnerable adult abuse and/or another related topic.

Ability to establish and maintain effective working relationships with co-workers, volunteers and other community partners.

Ability to communicate professionally and effectively both orally and in writing with co-workers, outside agencies, the general public and those experiencing trauma and/or are in crisis.

Ability to make presentations and represent the department before a variety of organizations.

Ability to maintain commitment to confidentiality and compassion related to crime victims and sensitive departmental information.

Ability to multitask and prioritize in highly unpredictable environments.

Skill in the operation of various office equipment and computer software.

Skill in critical thinking in high stress situations.

Skill in de-escalation tactics and trauma informed practices.

Skill in networking and maintaining effective partnerships to mutually benefit agency goals and crime victims.

## MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in criminal justice, social work or related field and two years of experience writing grants and working in the victim advocacy field plus six months of experience in a supervisory capacity; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.