

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Victim Services Program Coordinator	Job Code: 4225
Date: December 12, 2017	EEO Code: PR
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is professional work with responsibility to supervise and coordinate the City victim services program, including directing program personnel, writing and managing grants, developing and conducting department and community training, and providing direct assistance to crime victims.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to a Police Captain and performs all duties under general direction. This work is distinguished from that of lower-level Victim Assistant by its supervisory responsibilities and overall responsibility to coordinate the daily operations of the victim services program.

ESSENTIAL DUTIES: Supervise activities of the victim services program; ensure procedures and protocols are followed and appropriate service levels are maintained; schedule workload of subordinate staff; identify, evaluate, and resolve personnel concerns; conduct performance evaluations and enact discipline or rewards as needed; conduct training sessions; assist with staffing decisions including recommendations on hiring and firing staff; maintain and review all reports, work records, and documentation of subordinates; research available funding sources and draft, submit, and maintain grants; manage grant funding and program budgets in coordination with the Finance Division.

Assist victims of domestic violence or other crimes against persons and violent crimes; provide on scene crisis intervention; identify which programs are most beneficial to victims based on an assessment of their individual needs; advise victims of available resources and programs; coordinate the services of various agencies and programs on the victim's behalf; assist victims and children through court procedures, including informing them of court dates, case status, and nuances of the justice system; schedule appointments for victims to meet with prosecuting attorneys and assist in victim preparation of trial testimony; testify in court as needed; attend to the needs of victims during court proceedings and provide support; provide recommendations to the court on restitution; coordinate with prosecutors on offender non-compliance with court orders; coordinate prompt return of property.

Maintain a variety of files, case records, and crime statistics; prepare various statistical reports; maintain current knowledge of available programs and services; answer questions from the public; attend regular meetings for various outside groups and agencies associated with victim services; represent the City as a member of victim services boards and committees; notify next-of-kin in cases involving death; perform all other duties required of the Victim Assistant classification; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Behavioral Science, Psychology, Sociology, Criminal Justice, or other job-related field and three (3) years of experience in crisis intervention, victim assistance, law enforcement, social services, or job-related field **OR** an equivalent combination of related education/experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience].

License(s)/Certificate(s): A valid, lawful Driver's License is required.

SELECTION FACTORS: *Knowledge of:* local and state services and programs available to crime victims; procedures and purposes of victim assistance programs; related laws, codes, rules, and regulations governing functions of the position; the criminal justice court system, particularly as it relates to victim rights; policies and procedures established for the work system; applicable privacy laws as they relate to crime victims; basic budget preparation and tracking; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. *Skill in:* supervising program staff; extracting critical information from emotionally distraught, frightened, abusive, irate, and/or threatening individuals; dealing with crime victims in a compassionate and empathetic manner; identifying pertinent details from written materials and conversations; practicing trust-building behaviors. *Ability to:* collect and maintain sensitive data; quickly and accurately perform work; assess and prioritize emergency and non-emergency situations and respond calmly, quickly, and accurately; communicate effectively both verbally and in writing; exercise independent judgment while evaluating situations and in making determinations; prepare clear, concise, accurate, and informative reports; evaluate programs and procedures; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computer, telephone, standard office equipment, radio communications equipment, basic word processing programs and spreadsheets, basic software for presentations and associated presentation equipment (including projectors, video equipment, microphones), motor vehicle.

PHYSICAL DEMANDS: Requires sitting at a desk or computer for long time periods maintaining a concentrated attention to detail, speaking and listening in an exchange of information, and occasional motor vehicle travel required.

ENVIRONMENTAL FACTORS: Work is primarily inside with occasional on-scene travel. Requires regular exposure to situations that may affect psychological or physiological health based on the stressful nature and scope of circumstances associated with assisting crime victims and high stress situations including contact with the public in emotionally charged situations, infrequent exposure to adverse weather conditions, and response to situations at all times of the day.



 Department Director

12-3-2017

 Date



 Mayor/Chief Administrative Officer

12/2/17

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.