

14-171



Director of Victim Services

Class Code:
27028

Bargaining Unit: None

COUNTY OF SUMMIT
Established Date: Apr 3, 2001



SALARY RANGE

\$24.73 - \$37.06 Hourly
\$51,438.40 - \$77,084.80 Annually

DESCRIPTION:

Under administrative direction from County Prosecutor; independently plans for, directs and supervises personnel engaged in the administration of the Prosecutor's Victim Services Program; implements a comprehensive program of evaluation, counseling, monitoring and providing information of services to victims of various crimes; develops and implements approved policy and program guidelines; serves as principal liaison with the criminal justice systems and other support agencies; establishes and maintains a complement of program volunteers; secures services of applicable agencies. Performs other related duties as required.

JOB DUTIES:

The duties listed below are intended to depict tasks performed by this classification.

Directs and administers program; manages and supervises Victim Services personnel for the identification of victims, witnesses, evaluation of needs, and referral to the appropriate agency; follow-up documentation and reports; conducts comprehensive and thorough research to provide new, adequate, appropriate and current information and services; serves as primary liaison with law enforcement agencies, service agencies and the criminal justice system.

Determines priority of client cases, assigns work, evaluates, effectively recommends discipline, commendation, and trains personnel; coordinates and discusses exceptional cases with County Prosecutor; formulates, and implements approved policy and work rules; establishes goals and objectives for the unit; interprets regulations and guidelines to assure application of policy and procedures.

Provides for the maintenance and security of records and information in hard copy and computer files; maintains and operates a personal computer (e.g., utilizes database inquiry system, produces word processing documents and reports, etc.); reviews detailed records and approves reports (e.g., counseling, referral, follow-up results of agency services, etc); compiles data and statistics; develops annual unit budget and recommends position planning.

Provides for, develops, conducts and/or participates in training as related to victim services application, unit policy and procedures; may attend workshops and conferences to gain knowledge of new victim services and related information; resolves program, client problems; answers exceptional public inquiries and/or concerns; researches and applies for related victim assistant service grants, makes application and follows-up.

QUALIFICATIONS:

Any combination of training and work experience which indicates possession of the skills, knowledge and abilities listed below.

Bachelor's degree or higher education in psychology, counseling, criminal justice, or other related disciplines, plus proven experience often (10) years in victims' counseling, and

working within a criminal justice environment that includes responsible supervisory experience. A valid State of Ohio vehicle operator's license is required.

NOTE:

Position may require exposure to the normal hazards associated with providing victim services and counseling. May be required to attend conferences, and other seminars that require overnight travel. Field assignments may require the individual to work in all types of inclement conditions, and at night to provide program services.

KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of interviewing methods and procedures; criminal justice system procedures and practices; court procedures; techniques of counseling; human relations; agency policies and procedures*; record retention procedures; interviewing methods; criminal law; federal, state and local laws and ordinances related to victim services; public relations*. **Thorough knowledge** of office practices and procedures; computer operations and techniques; technical writing; data entry; management/supervisory techniques. **Ability to communicate** effectively; define, collect data, establish facts and draw valid conclusions; establish and maintain effective working relationships program staff, criminal justice officials, and the general public; prepare and maintain accurate records and documents; exercise sound judgement under stressful circumstances; gather collate and classify information about data, people and/or things, handle sensitive inquiries from and in contact with officials, general public, and informants, maintain confidentiality of classified information; recognize unusual or threatening conditions and take appropriate action; perform statistical reporting. **Skills in** operation of communication and computer equipment; keyboard operation.

(*Indicates developed after employment).