

## **VICTIM SERVICES COORDINATOR**

### **Basic Purpose:**

Positions in this job are responsible for planning, directing and coordinating programs and services to assist victims of crime and their families as they interface with the department. Positions in this job are responsible for developing and administering a comprehensive training program for departmental staff and for developing and implementing cognitive-based intervention programs for the offender population in the area of victim/offender issues and impact of crime. These positions perform professional level work and may supervise and coordinate with professional staff that provides direct programming to the offender population.

### **Typical Functions:**

- Plans, organizes, and/or directs the department's Victim Services Unit, the scope of which involves program development, coordination and implementation.
- Establishes community partnerships to facilitate the understanding of the individual impact of crime and to assist in the development and implementation of community-based programs to support these partnerships as offenders re-enter the community.
- Interprets and advises department personnel and the general public on departmental rules and procedures governing the administration of the assigned program; coordinates activities of the program with state and local jurisdictions.
- Manages, monitors, and evaluates victim/offender program operations and services; prepares administrative documents pertaining to the department program or activity; prepares management information reports.
- Determines resource requirements and priorities for assigned program(s); establishes timetables for accomplishing program initiatives; develops, evaluates, and implements policies, rules, and regulations consistent with state and federal laws pertaining to the administration of assigned program(s); develops contract or grant proposals.
- Provides supervision to professional and volunteer staff in implementing programs in accordance with department policies and goals; provides training and guidance to department employees and managers for the assigned program(s).
- Coordinates with other state agencies in the implementation of the Victim/Offender Dialogue and for ensuring required programming and is completed by offenders prior to authorizing a requested Dialogue.
- Responsible for development and implementation of victim/offender mediation program to support sentencing options for the criminal court system.

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### **Knowledge, Skills, and Abilities:**

Knowledge of principles and practices of current trends in the area of victim services programming; and of effective cognitive interventions designed to bring awareness to felony offenders of the impact of crime on victims. Knowledge of principles and practices of program development and implementation, of problem-solving and conflict resolution, of the principles and practices of administration and management. Knowledge of, and skill in, the use and application of appropriate information technology. Ability to plan, direct, coordinate, motivate and evaluate the activities of others; Ability to communicate effectively both orally and in writing; to establish and maintain effective working relationships, to organize and conduct several projects simultaneously; and to analyze complex situations and adopt an appropriate course of action.

### **Education and Experience:**

Statutorily Required: N/A

Minimum Qualifications: Bachelors degree and three (3) years professional experience or an equivalent combination of education and experience.

Preferred Qualification: Bachelor's degree and four (4) years of professional experience.