

Los Alamos County

Job Description and Classification



LOS ALAMOS

JOB TITLE: Victim Assistant
JOB CODE: 4309
CLASSIFICATION: Non-Exempt
DEPARTMENT/DIVISION: Police
SUPERVISOR: Community Liaison Sergeant

Position Summary:

Under general supervision of the Community Liaison Sergeant or designee, this position provides follow-up to victims of domestic violence, sexual assault, stalking, dating violence, harassment and related issues. Contacts and provides services to crime victims; identifies and engages qualified volunteers; provides on-scene assistance at officer request; and may facilitate training and educational opportunities. Collaborates with Los Alamos Domestic Violence Task Force, service and Tribal agencies and other resources, and assists with protection orders and general victim needs. Maintains confidentiality of all privileged information.

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities, duties, and skills required of personnel in this classification.

Essential Duties and Responsibilities:

- Act as a liaison for victims of domestic violence, providing coordination between the Los Alamos Police Department and prosecuting agencies such as Magistrate and Municipal Courts, District Attorney's Office, and mental health professionals and crisis centers.
- Offers victim's resources as needed to include legal processes, emergency shelter, treatment and education programs and financial aid.
- Assists victims in understanding and filing protection orders.
- Attends court proceeds for support and provides case follow-up.
- Reviews and assesses crime reports related to domestic violence and related issues.
- At officer request, comes on-scenes, when safe, to provide immediate victim assistance.
- Facilitates training of law enforcement personnel.
- Assists with grant administration and tracking, prepares agenda items and minutes and periodic summary or ad-hoc reports.
- Maintains confidential victim records and tracks statistics and reporting information.
- Coordinates and collaborates efforts and materials between the Los Alamos Police Department and area stakeholders involved in crime victim advocacy programs.
- Responsible for arranging and assisting collaborative planning processes including facilitating stakeholder and advisory groups.
- Assists in coordinating and analyzing programs, policies, procedures, guidelines and objectives for victim assistance.
- Demonstrates honesty at all times in all official actions.
- Demonstrates commitment to the department vision, mission, and core beliefs.
- Contributes to a team effort and accomplishes related results as required.
- May attend related local and/or state conferences or activities.
- Maintains confidentiality of all privileged information.
- Performs other related duties as assigned or required.

Minimum Qualifications:

- An Associate's degree in Criminal Justice, Social Work or other closely related field or equivalent combination of education and related work experience.
- One year of experience working directly with crime victims.
- Successful completion of thorough background investigation, including FBI fingerprint check.
- Must possess, or obtain within the first thirty days of employment, and must maintain a valid New Mexico Class D driver's license.

Preferred Qualifications:

- A Bachelor's degree in Criminal Justice, Social Work or other closely related field.
- Bilingual, fluent in reading, writing and speaking Spanish.
- Experience in writing and/or administering grants.

Knowledge, Skills, and Abilities:

- Knowledge of appropriate state and local laws relating to domestic violence and related topics, legal terminology and court practices and procedures.
- Knowledge of business English, proper spelling, grammar, and punctuation.
- Knowledge of office practices and procedures and standard office equipment.
- Knowledge of customer service practices and techniques.
- Skill in using various word-processing, spreadsheet, database and accounting software programs in a Windows environment.
- Ability to interview victims and obtain relevant information.
- Ability to react calmly and effectively in emergency/emotional/stressful situations.
- Ability to use good judgment and analyze and solve problems.
- Ability to handle multiple tasks, meet deadlines and prioritize tasks effectively.
- Ability to understand and follow specific instructions and procedures.
- Ability to communicate effectively, both verbally and in writing.
- Ability to gather data, compile information, and prepare reports, including tracking and monitoring funding sources/expenditures.
- Ability to establish and maintain professional working relationships with co-workers, stakeholders and a wide range of individuals of varying social and cultural backgrounds.
- Ability to represent the organization in a professional manner, building respect and confidence.
- Ability to maintain confidentiality.

Physical Demands:

While performing the duties of this job, the employee regularly is required to sit; have manual and finger dexterity; stoop, talk and hear. The employee is frequently required to walk and stand. The employee may be required to crawl, climb heights, reach above shoulder level, crouch, kneel, balance, push/pull, and carry. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed primarily in an office with some work performed in an outdoor environment with exposure to natural weather conditions and temperatures. This position will not be required to work in an unsafe environment but will be required to follow basic safety precautions. On-scene conditions may include bright lights, flashing lights, sirens and additional noises and stimuli. Nighttime, shift, holiday, on-call duty, and weekend work is required.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Approvals:

County Manager: _____ Date: _____
(signature)

Human Resources Manager: _____ Date: _____
(signature)

Reviewed: MM/DD/YYYY Created 05/01/17