

Los Alamos County

Job Description and Classification



LOS ALAMOS

JOB TITLE: Victim Assistant
JOB CODE: 409
CLASSIFICATION: Exempt
DEPARTMENT/DIVISION: Police
SUPERVISOR: Office Manager

Position Summary:

Under general supervision of the Office Manager 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. Duties, responsibilities, and activities may change at any time.

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 the officer's 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.
- Always demonstrates honesty 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:

- Bachelor's degree from an accredited college or university or equivalent combination of education and related work experience.
- Three years of experience working directly with crime victims, advocacy services, social work, behavioral health services and/or case management.
- 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:

- Associate's or Bachelor's degree from an accredited college or university 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 is regularly required to sit, walk, and stand. The employee regularly uses manual and finger dexterity and visual acuity to complete tasks. The employee routinely uses a full range of mobility in upper and lower body; reaches overhead; works in various positions, including stooping, standing, bending over, sitting, kneeling, and squatting for extended periods of time. The employee must be able to lift, pull and push materials and equipment up to 25 pounds to complete assigned job tasks.

Work Environment:

The work environment may involve exposure to hazards or physical risks and requires the following basic safety precautions. Work is performed primarily in a professional office setting with a moderate noise level and will include some outdoor work with exposure to loud noises, natural weather conditions and temperatures, various dusts, smoke and mists, and normal debris. 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.

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.
- Satisfactorily complete and maintain compliance with all required training:
- 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.
- Maintain and enhance the county's commitment to customer service excellence.

Approvals:

Department Director: _____ Date: _____
(signature)

Human Resources Manager: _____ Date: _____
(signature)

Created 5/1/2017

Revised: 12/1/2018, 8/1/2022, 02/13/2024, 03/20/2025

Reviewed: