

JOB DESCRIPTION: **PROGRAM ADMINISTRATOR - VICTIMS' ASSISTANCE**

DATE: 02/27/09

EXEMPT (Y/N):	Yes	JOB CODE:	CSC
DEPARTMENT:	District Attorney	CLASSIFICATION:	083
SUPERVISOR:	District Attorney	SALARY RANGE:	E01
UNION (Y/N):	No	LOCAL:	NA

GENERAL STATEMENT OF DUTIES: Supervise, plan and coordinate all aspects of the victim assistance program for the County. Perform duties as an advocate for crime victims before, during and after court proceedings. Do related work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Manage, coordinate and oversee operations of the County Victim Assistance Program.

Supervise staff, including assigning and reviewing work, evaluating performance and training. Provide recommendations on hiring and on disciplinary action when appropriate. Handle employee complaints. Recruit, train and supervise temporary employees and volunteer advocates.

Develop, recommend and implement policies, procedures and office standards and practices for more efficient program operation.

Assist victims in recovering property damaged or stolen. Obtain restitution or compensation for medical and other expenses incurred as a result of a criminal act.

Prepare victims for impending court hearings by informing them of procedures. Assist victims with logistical problems related to court appearances. Accompany victims to court hearings. Inform victims and witnesses of case status and progress. Assist victims in obtaining the return of property held as evidence.

Refer victims to appropriate community resources to help provide support and assistance. Assist victims in the preparation and presentation of claims to the Crime Victims' Compensation Program.

Prepare and conduct presentations/speeches to community groups. Prepare articles and other information regarding the Victim Assistance Program for the media and others.

Advocate for the development of community resources to assist victims.

Prepare annual estimated personnel, supplies and equipment costs and recommend an annual budget for victim assistance.

Research and prepare grant funding requests and provide administration for grants awarded.

Compile statistics and prepare necessary reports to comply with federal and state record keeping requirements.

Follow all safety rules and procedures established for work areas. Comply with all County policies and procedures.

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SUPERVISORY RESPONSIBILITIES: Supervise 2-4 employees and numerous volunteers. Carry out supervisory responsibilities in accordance with the County's policies, procedures, labor union agreements and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems and recommending dismissal when appropriate. Coordinate all personnel functions with the District Attorney.

SUPERVISION RECEIVED: Work with considerable independence under the general direction of the District Attorney who provides policy and administrative direction and reviews performance.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Equivalent to an Associate's degree in a related field. At least three years work experience as an advocate, preferably in a professional or para-professional capacity in a state or local court system, which included experience working with and coordinating volunteers. Preference will be given for prior supervisory experience. Any satisfactory combination of experience and training which demonstrates the ability to perform the above duties may be accepted.

KNOWLEDGE, SKILL AND ABILITY: Knowledge of community resources for assisting crime victims, crisis counseling practices and techniques, and the financial and legal problems confronting crime victims. Knowledge of law enforcement prosecution and court procedures. Knowledge of office management and supervision techniques. Familiarity with the use of computers and business software such as word processing and spreadsheets.

Ability to write clearly and concisely. Ability to interview victims and evaluate appropriately the victim's needs and problems. Ability to maintain confidentiality of sensitive situations encountered. Ability to supervise employees and volunteers effectively. Ability to maintain effective working relationships with fellow employees, supervisors, other agencies, County officials and the general public.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimal, involving the movement of boxes, files, equipment, etc., seldom exceeding 20 pounds.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment. Daily contact with adult and juvenile offenders. Exposed to hazards and risks which accompany exposure to inmates, offenders and persons undergoing trial.