



## Charles County Sheriff's Office Job Description

Approved:

Date:


<b>Job Title:</b>	<b>Victim/Witness Services Coordinator</b>
<b>Function:</b>	Victim/Witness Services Function
<b>Section:</b>	Property Crimes Section
<b>Division:</b>	Criminal Investigations Division
<b>Bureau:</b>	Operations
<b>Reports To:</b>	Commander, Property Crimes Section
<b>FLSA Status:</b>	Non-Exempt
<b>Prepared By:</b>	K. Burrows
<b>Prepared Date:</b>	January 2020
<b>Salary Level:</b>	Grade 13
<b>Scale:</b>	1

### **SUMMARY:**

This **operational** position provides assistance to victims of crime in Charles County, both through immediate response and intervention where necessary and appropriate, and by coordinating and connecting the victims and witnesses with services that will aid them in coping with the traumas associated with crime. The employee must be prepared for, and have face-to-face contact with persons who have experienced a significant, often life-changing traumatic event. The ability to display compassion, empathy, and provide reasonable consolation and appropriate gestures of comfort where appropriate are essential to this position. The employee must be available on a 24-hour basis for phone contact and response to incident scenes to provide information on services to victims and will work directly with the reporting officer, the victim/witness, and the representatives of the appropriate resource agency, providing crisis intervention to trauma victims both initially, and as a referral resource for follow-up crisis management. The employee receives supervision from, and reports directly to, the Commander, Property Crimes Section. Work is evaluated through observations, conferences, and reports.

### **ESSENTIAL DUTIES:**

This is a generalized job description. Specific duties and responsibilities may vary, depending on the assigned location. Duties and responsibilities may be added, deleted, or changed at any time at the direction of management, formally or informally, verbally or in writing.

Conduct a daily review the Agency's Computer Aided Dispatch (CAD) system and Crime Information Reports for crime reports.

Identify incidents and circumstances where referral to victim/witness resources may be appropriate, and coordinate with investigating officer to provide information to victims/witnesses.

Gather necessary information from the reporting officer, CAD reports, and Crime Information Reports about each crime and organize information that may be of assistance in aiding the victim(s)/witness(es).

Initiate contact with the victim(s)/witness(es) to determine the need and want for additional support services and provide immediate outreach where appropriate.

Provide the victim(s)/witness(es) with the appropriate point of contact within a specified participating agency.

Coordinate with reporting officers and victim/witness for after-hours needs, ensuring an appropriate services provider is contacted and is available to provide immediate assistance. Personally respond when an outside resource provider is unavailable and immediate crisis intervention is required.

Maintain the Victim Services database for the current year. Maintain current statistics regarding victim/witness functions, and an activity log of Victims Services Function activities and contacts with victim(s)/witness(es).

Communicate regularly with the Commander, Property Crimes Section, as directed.

Communicate with the State's Attorney's Office on crimes within Charles County, as needed, and establish and maintain an effective liaison with the Victim/Witness Unit of the State's Attorney's Office.

Use and maintain Agency issued cell phone to be available for contacting at any time. For foreseen periods of unavailability a forty-eight (48) hours notice is required to the Commander, Property Crimes Section, or through the chain of command.

Maintain a current list of providers for Victim(s)/Witness(es) services, and have a functional understanding of their capabilities and scope of services available. Ensure coordination between the Charles County Sheriff's Office and participating victim services providers. Verify correct contact information for all allied providers at least annually.

Assist victims with filing and monitoring the Maryland State Criminal Injuries Compensation Forms and local Crime Victim Fund Forms.

Perform administrative duties relating to the Victim Services Function.

Research grants available for victim services. Establish criteria and assist the Grant Coordinator in applying for new grants and maintaining current grants.

Coordinate and share information with Domestic Violence Coordinator as needed, as part of a comprehensive effort to support victim(s)/witness(es).

Assist with the preparation and maintenance of Memoranda of Understanding with all cooperating agencies to ensure the best possible services are provided.

Prepare the Victim Services Function's annual report, including a complete review of victim/witness needs and available services and resources, with recommendations for enhancement of services.

Obtain approval of the Commander, Property Crimes Section, before obtaining services from individual volunteers, providing services not mandated by Maryland State Law, and/or distributing funds from the Victim Services Fund.

Operate Agency vehicle in accordance with established rules and regulations of the Agency and laws of the state of Maryland. When directed, a vehicle is provided to assist crime victims with transportation to resource providers.

Attend and participate in meetings and training sessions, as required.

Submit to, and participate in, Agency-sponsored psychological well-being and stress management examinations to ensure wellness as directed.

Support Agency's Accreditation efforts by ensuring compliance with victim/witness service related standards, and providing "proofs" as required.

Provide administrative assistance to the CID Administrator as required and directed.

Perform other related duties, as assigned.

**SUPERVISORY RESPONSIBILITIES:** N/A

**QUALIFICATIONS:**

Knowledge of the principles and practices, rules and regulations found in Standard Operating Procedures (SOP), and other manuals pertinent to the assigned job classification.

Ability to direct, plan, organize, and coordinate services to aid victims of crime within Charles County.

Must attend, or have attended, an initial 40 hour training session provided by the Roper Victim Assistance Academy of Maryland, or similar organization. Attend and complete continuing education and training as required.

Ability to write, compose, and develop documents, manuals, and other literature.

Read, write, comprehend, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.

Possess thorough knowledge of business English, spelling, and punctuation.

Communicate effectively and coherently with other Agency personnel and the public, either in person or by telephone.

Exceptional interpersonal communication skills. Ability to display compassion, empathy, and provide reasonable consolation and appropriate gestures of comfort where appropriate are essential to this position.

Apply knowledge, experience, and reason to arrive at effective decisions for routine situations.

Knowledge in the use of office equipment such as a typewriter, calculator, computer, fax, and copy machines.

Ability to utilize a high level of discretion, good judgment, and confidentiality.

Ability to maintain a high level of accuracy in assigned tasks.

Ability to organize and determine priorities of diverse assignments.

Ability to assimilate information from a variety of resources. Analyze, evaluate, and select, often with limited information, the best course of action.

Ability to read and comprehend various documents.

Ability to maintain composure and work effectively in emotionally charged and high-pressure situations.

Possess a valid driver's license.

Ability to pass a comprehensive background investigation.

Ability to pass random drug screening.

**EDUCATION and/or EXPERIENCE:**

Bachelor's degree in Social Sciences, Social Work, Psychology, or any combination of education and experience to successfully perform the duties of the position.

At least three (3) years of experience in social work or victim services, or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Functional understanding of Microsoft Access program.

**GENERAL CHARACTER REQUIREMENTS:**

It is a business necessity that the employee, as a member of the Charles County Sheriff's Office, possess a history of, and exhibit the characteristics of honesty, reliability, integrity, and interpersonal skills.

Any criminal conviction/arrest may be grounds for disqualification.

**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.

Work is performed both in the field and in an office setting with frequent interruptions.

Sit for prolonged periods of time, answering the telephone, driving long distances, and operating computer equipment.

Establish and maintain effective working relationships with coworkers and supervisors.

Appropriately accept supervision, criticism, and evaluation.

Exhibit and maintain professional decorum at all times.

Exhibit high level of sensitivity to people from varying ethnic, religious, sexual, and socioeconomic backgrounds.

Deal tactfully, effectively, and equitably with people, both within and outside the Agency.

Read computer screens and be able to distinguish colors.

Climb a step stool or stoop down to reach file drawers just above or below arm level.

Manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting).

Must perform work in accordance with sound safety practices.

Must report for duty in a regular and punctual manner.

Must be available on a 24-hour basis for phone contact and response to incidents as deemed necessary.

Must work overtime when deemed necessary by the Agency.

May occasionally be required to vary working hours or days to accommodate specific job assignments, including day, evening, night, and weekend hours.

Comply with Agency policies and procedures as outlined in the Administrative and Operational Manual.

01/2020