

City of Fort Worth, Texas Job Description

Classification Title	Victim Assistance Coordinator		
Job Code:	PR2711	Job Family:	Professional
Pay Grade	611	Date Created:	07/08/15
FLSA Status	Exempt	Date Revised:	02/03/25

GENERAL SUMMARY

Directs, manages, supervises and coordinates assistance to victims of violent crimes; reduces or alleviates trauma and victimization while protecting the rights of victims; coordinates assigned activities with other agencies; and provides highly responsible and complex administrative support to the Police Department and other agencies.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Assumes management responsibilities for the Victim Assistance Program including coordinating the program activities with other victim assistance agencies through the states.
2. Establishes schedules and methods for providing citizen assistance services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
3. Monitors program performance; recommends and implements modifications to systems and procedures.
4. Oversees the volunteer and intern program.
5. Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of victim assistance program.
6. Recommends and assists in the implementation of goals and objectives; implements approved policies and procedures.
7. Participates in the preparation and administration of program budget; submits budget recommendations; monitors expenditures.
8. Prepare analytical and statistical reports on operations and activities.
9. Performs the more technical and complex tasks of the work unit including working at the site of homicides, crimes against children, family violence and sexual assault; conducts training on, and performing, death notification to homicide victims' next of kin.

10. Provides training to Police Department staff and at the police academy on victims' rights, victimology and methods and techniques of providing assistance to victims of violent crimes.
11. Provides information to crime victims on the criminal justice system in order to prepare them for the judicial process.
12. Ensures that all program activities comply with the mandated legal requirements to ensure and protect the rights of victims.
13. Provides on-site, on-call crisis intervention services 24 hours per day; seven days a week.
14. Performs other related duties as required.
15. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Counseling and interviewing techniques required to effectively communicate with victims and witnesses of violent crime.
- Crisis intervention and victimology/victim services.
- Criminal Justice System as applies to victims of family violence.
- Modern and complex principles and practices of evaluating human needs and human behavior and social problems, programs and services of public and private agencies.
- Methods and techniques of performing conflict resolution.
- Methods and techniques of case management.
- Needs of victims of violent crimes.
- Community demographics to identify high risk groups to ensure services provided by outreach programs are appropriate to community needs and that resources are allocated in an effective manner.
- Agencies and private organizations providing social and community health care services.
- Methods and techniques of conflict resolution.
- Principles of budget preparation and control.
- Principles of supervision, training and performance evaluation.
- Office equipment including computers and supporting word processing and spreadsheet applications.
- Pertinent Federal, State and local laws, codes and regulations.
- Training techniques.

- **Skill in:**

- Conflict resolution.
- Interviewing and counseling.
- Report preparation.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.

- Supervise, direct and coordinate the work of subordinate co-workers.
- Select, supervise, train and evaluate subordinate co-workers.
- Recommend and implement goals and objectives for providing effective public services in the areas of victim assistance.
- Interview, assess, evaluate and counsel victims and witnesses of violent crimes.
- Resolve conflict with clients.
- Analyze statistics on repeat offenders and high risk demographics and to recommend enhanced crisis intervention services.
- Identify personal crisis problems and recommend resources.
- Interpret and explain City, State, and Federal laws related to Human rights and victim assistance.
- Prepare clear and concise reports.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Collaborate effectively with partner agencies.
- Deal with offensive and sensitive crime related issues.
- Conduct crisis intervention.
- Counsel victims of violent crimes.
- Develop and conduct training programs on victim assistance to police professionals and the general public.
- Council victims on the criminal justice process.
- Protect and ensure victim rights are maintained.
- Interview, assess and refer clients to appropriate community services.
- Analyze complex social, economic, community and human relations problems.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in sociology, psychology, social work or a related field and five years of experience in social welfare, community agencies or similar human resources field specifically to include victims of violent crimes including two years of administrative and supervising responsibilities.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

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.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

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.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.