

VICTIM/WITNESS UNIT MANAGER

DEFINITION

Under general supervision, performs a variety of duties designed to comfort, educate, and assist victims of crimes and witnesses in their relationship to the criminal justice system; to provide appropriate community referral services for victims/witnesses; to act as liaison between system and victims/witnesses; and to perform related duties as required.

EXAMPLES OF DUTIES

Calls witnesses in felony cases to orient them to case status, determine if any problems need to be resolved; orient and refer victims to Victim Compensation Bureau; act as victim advocate and liaison with District Attorney's office and police agencies to get property recovered; gather victim loss information; act as victim advocate with employers and Victim Compensation Bureau; inform witnesses of case disposition and procedure to get witness fees; comfort and support witnesses/victims during court proceedings; analyze and expedite appearance scheduling to reduce unnecessary appearances and ensure necessary appearances are kept; ensure that appropriate referrals are made to service agencies on sensitive crimes and otherwise as appropriate; establish and maintain a documented record of citizen services rendered and make reports on services provided as requested.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of education, training or work experience equivalent to graduation from a four year accredited college or university with preferably a degree in a social science or criminal justice field and a minimum of six months full time paid work experience in a criminal justice area (e.g., police, courts, legal defense, prosecution, etc.) so as to have gained familiarity with the functioning of the criminal justice system.

Knowledges and Abilities: Knowledge of the major organizational units in the criminal justice system; knowledge of procedures required to advance cases through criminal justice system; knowledge of social work principles and practices; knowledge of community resources available to assist victims/witnesses; ability to work effectively with police, prosecutors, and service agencies as a client advocate; ability to analyze systems and recommend changes for greater efficiency and effectiveness; ability to coordinate a variety of functions in a timely manner; ability to establish record keeping systems; ability to prepare reports on activities.