



COUNTY OF YORK JOB DESCRIPTION
Victim/Witness Program Assistant
Commonwealth's Attorneys Office

Human Resources Department
120 Alexander Hamilton Blvd.
Yorktown, Va. 23690
Phone: 757-890-3687
Fax: 757-890-3699

GENERAL STATEMENT OF JOB

Provides direct and indirect services to victims and witnesses, and provides administrative support to the Victim/Witness Program. Work is performed under close to regular supervision of the Victim Witness Director and Assistant Director.

ESSENTIAL JOB FUNCTIONS

Answers telephone lines; calls victims and witnesses regarding case developments; assists victims with completing crime victim compensation applications, and screens victims and witnesses to see if they would qualify for referral to community resources.

Initiates and sends correspondence to include initial contact letters, case status letters, and disposition letters.

Tracks and monitors restitution payments, maintains the after-hours docket recording when necessary, and performs other administrative activities as directed.

Serves as a primary case worker for parties who petition the Court for protective orders.

Provides direct services to adults who are crime victims; explains the court process and provides emotional support; serves as an intermediary between the victims and/or witnesses and the Commonwealth's Attorneys; advises the office of any special needs such as hearing devices, visual aids, or other assistance needed by the witness or victim; may accompany victims and witnesses to court, may serve as an escort before and after court.

Maintains program records on designated forms and computer software programs provided by DCJS as well as the Commonwealth's Attorney's case management program.

Helps maintain a victim/witness resource directory, and monitors the resource display in the office's lobby.

Performs outreach efforts such as community presentations and events; assists with the planning and implementation of activities designed to generate awareness of victims' rights.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

ENTRY KNOWLEDGE, SKILLS, AND ABILITIES

General knowledge of the criminal justice system.

General knowledge of personal computers, including general knowledge of word processing software.

Some knowledge of case management, basic counseling techniques, and crisis intervention techniques.

Effective oral and written communication skills.

EDUCATION AND EXPERIENCE

An Associate's degree in criminal justice, counseling, or a related field and knowledge of the Virginia Court system and crisis intervention techniques or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

SPECIAL REQUIREMENT

Possession of a valid driver's license issued by the Commonwealth of Virginia

PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate tools such as pens, pencils, telephones and standard office equipment. There is some walking involved in getting to and from court. Stooping and bending occurs while filing or retrieving files, and there is occasional standing while in court, or when giving presentations. Generally, the work involves sitting for long periods of time at a desk, or in front of a computer.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from supervisor.

Language Ability: Requires the ability to read a variety of reports, letters and memos, warrants, statements, lab reports and certificates, motions, court orders, indictments, legal briefs, etc. Requires the ability to prepare correspondence, statements, memoranda, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to understand the meaning, relationships and principles of symbols, formulas, and concepts; to develop methods and procedures for problem solving; to present solutions in logical and systematic forms and sequences.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of descriptive statistics and statistical inference.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear.

Prepared by: _____

Date: _____

Approval: _____