

CRIME VICTIM ASSISTANT (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is a para-professional position involving responsibility for assisting victims and Crime Victim Counselors in a local Probation Department Crime Victim Assistance Program. An employee in this title may perform tasks as needed for a number of Crime Victim Counselors. The establishment of such positions enables Crime Victim Counselors to concentrate to a greater extent on individual, group and community needs requiring professional attention and specifically to offer greater supportive assistance to persons serviced by the Crime Victim Assistance Program. Except for the required ability to speak, read and write the Spanish language, as well as the English language, this class is identical to that of Crime Victim Assistant. The work is performed under the general supervision of a higher level employee with leeway allowed for the exercise of independent judgment and initiative in carrying out the details of the work. Supervision is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Assists in gathering information for Crime Victim Counselor personnel from a variety of sources, including public and private social agencies, law enforcement agencies, courts, etc.;

Assists in maintaining a database for both victims and defendants;

Contacts victims to provide information on services available, communicating in Spanish and English when necessary;

Provides immediate assistance to victims and refers for further assistance if needed, communicating in Spanish and English when necessary;

Assists individuals serviced by the Crime Victim Assistance Program in completing satisfaction surveys and other documents requiring written information, communicating in Spanish and English when necessary;

Assists in reviewing Domestic Incident Reports and sending initial contact letters to victims, communicating in Spanish and English when necessary;

Assists in compiling statistical data for a variety of projects and reports;

Answers the Rape Crisis Hotline, as well as the main program line, and assists callers as needed, communicating in Spanish and English when necessary;

Performs clerical tasks to assist Crime Victim Counselors including filing, ordering supplies and daily assistance as needed;

May assist in resolving technical problems of crime victims relating to law enforcement, obtaining court information, or other essential matters.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of community resources; ability to deal with people in crisis situations; ability to read and analyze written material; ability to communicate effectively both orally and in writing; working oral language proficiency in the Spanish and English language with understandable, smooth expression at a conversational level of communication; clerical aptitude; a high degree of empathy for the victims of crime; good judgment; tact; courtesy.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in human or social services, criminal justice, or closely related field; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid, or its part-time equivalent, experience working with the public in a public or private human services agency; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

Special Requirements:

- 1) Incumbents must complete a 40 hour Rape Crisis Certification Program within the first year of employment.
- 2) At time of appointment, and throughout employment in this title, candidates must possess a valid New York State driver's license.
- 3) Incumbents in this position must have a working oral and written language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication by the end of their probationary period.

ULSTER COUNTY
2006 CV AST SS
Classification: Competitive
Grade: 10
Union: CSEA

Adopted: December 6, 2019