

CRIME VICTIM COUNSELOR (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class provides guidance and counseling to crime victims and their families to help them overcome the emotional trauma associated with the crime and assists the crime victim and his/her family in obtaining financial, legal and medical help or additional counseling if needed. The incumbent is also responsible for providing education designed to increase awareness regarding crimes and the Crime Victims Assistance Program (CVAP), and to provide training to staff, professionals, community members and volunteers regarding responses to victims of crime. Except for the required ability to speak, read and write the Spanish language, this class is identical to that of Crime Victim Counselor. The work is performed under the general direction of higher level professional staff. Wide leeway is allowed in carrying out the details of the work. Supervision is exercised over the work of subordinate volunteers and clerical employees. 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.

Counsels victims of violent and non-violent crime and acquaints them with financial, legal, medical and social services available, communicating in Spanish when necessary;

Refers victims to available services, communicating in Spanish when necessary;

Acts as liaison between the crime victim and police agencies, the district attorney, medical facilities, legal aid, social service agencies and insurance firms, communicating in Spanish when necessary;

Obtains, through questionnaires, personal interviews and from official records, social, legal, medical and financial data necessary for referrals and for agency records, communicating in Spanish when necessary;

Supervises and participates in the maintenance of agency records;

Prepares oral and written case reports on crime victims;

Publicizes and explains the crime victim assistance program through attendance at community meetings and through the preparation and distribution of circulars and bulletins, communicating in Spanish when necessary;

Prepares impact statements for use by the court and appears in court to explain and answer questions concerning the victim's perspective on the crime;

Follows-up on cases to ensure that services have been provided and to see if additional help is needed.

FULL PERFORMANCE KNOWLEDGES SKILLS ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of counseling and interviewing techniques; good knowledge of resources and services in the community available to the crime victim; ability to establish a rapport with clients; ability to establish and maintain effective working relationships with a wide variety of public and private agencies; ability to maintain records; ability to prepare oral and written reports; ability to assign and review the work of others; working oral language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication; a high degree of empathy for the victims of crime; willingness to respond to calls on a 24 hour a day basis as the need arises; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Graduate degree in social work, education, administration, law, sociology, psychology, criminology, or a related field; **OR**
- B. Bachelor's degree and two (2) years experience in counseling or casework in a recognized agency adhering to acceptable standards in probation, parole, social services, psychiatric or medical social work, or related work; **OR**
- C. An appropriate combination of above training and experience.

Special Requirement: Incumbents in this position must have a working oral 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
Classification: Competitive
2011 CV COUN SS
Grade: 15
Union: CSEA

Adopted: May 18, 2017
Revised: December 11, 2018