

CRIME VICTIM COUNSELOR/VOLUNTEER COORDINATOR

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 Victim Assistance Program (CVAP) and to provide training to staff, professionals, community members and volunteers regarding responses to victims of crime. In addition, the incumbent will organize and provide training for rape crisis counseling. The work is performed under the general direction of higher level professional staff. Wide leeway is allowed the employee in the details of the work. Supervision is exercised over the work of subordinate volunteer 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;

Refers victims to available services;

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

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

Recruits volunteers in accordance with program goals;

Screens volunteers in accordance with program goals;

Trains volunteers in accordance with program goals;

Coordinates sexual assault support team of approximately six (6) to twenty-five (25) volunteers who will be on call on a twenty-four (24) hour basis;

Coordinates the scheduling of volunteers and staff for twenty-four (24) hour hotline;

Provides programs intended to prevent future victimization;

Manages the telephone answering service;

Supervises and participates in the maintenance of agency records;

Prepares oral and written case reports on crime victims;

Publicizes and explains the crime victims assistance program through attendance at community meetings and through the preparation and distribution of circulars and bulletins;

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;

Prepares grants and completes grant reporting;

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

May provide information regarding the CVAP during live radio or TV interviews.

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 present informative talks on crimes victims matters; ability to ability to establish a rapport with clients; ability to establish and maintain an effective working relationship 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; 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 of full-time paid or its part-time equivalent 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, which must have included or been supplemented by one (1) year of experience in education or public speaking; **OR**
- C. An appropriate combination of above training and experience.

ULSTER COUNTY
2014 CVC/VOL CD
Classification: Competitive
Grade: 15
Union: CSEA

Adopted: November 29, 2018