

VICTIM/WITNESS ASSISTANCE PROGRAM MANAGER

DEFINITION

Under general direction of the elected District Attorney, develops, implements, manages, and evaluates the delivery of a full range of victim and witness assistance services in compliance with California Penal Code, Section 13835 and other laws, codes and mandates as applicable; manages an autonomous unit within the District Attorney's office whose sole function is to provide mandated services to the victims and witnesses of violent crime; hires, trains, evaluates, and directs subordinate professional, technical and volunteer staff; serves as liaison to various law enforcement agencies, and as chair or critical member of boards and commissions, representing the District Attorney's Office; and performs other duties as required.

DISTINGUISHING CHARACTERISTICS

Victim/Witness Assistance Program Manager is a single management position responsible for managing the Victim/Witness Assistance Unit, an autonomous unit within the District Attorney's Office, that delivers services to victims and witnesses of violent crime, while ensuring excellence in client services and service delivery. Incumbent manages teams of professional, technical and volunteer staff, and coordinates the delivery of a full range of services to victims and witnesses of violent crime.

Victim/Witness Assistance Program Manager is distinguished from other classes within the District Attorney's Office by the nature, focus, diversity, and scope of responsibilities requiring thorough knowledge of Section 13835 of the California Penal Code, as well as knowledge of interview and referral counseling, grants management, data analysis and reporting, performance measures, performance improvement techniques, and the frequent use of discretion, initiative and independent judgment.

Victim/Witness Assistance Program Manager is distinguished from the lower level Victim/Witness Coordinator in that the latter has responsibility for coordinating and supervising the day-to-day activities of Victim/Witness Assistance Unit staff and providing a variety of services for victims and witnesses of crime, but does not have management responsibilities.

EXAMPLES OF DUTIES

Nothing in this specification restricts management's right to assign or reassign duties and responsibilities to this job at any time.

1. Plans, designs, organizes and coordinates services provided by subordinate staff to victims and witnesses of crime, such as crisis intervention, emergency assistance, direct counseling, victim of crime claims, court escort/support; develops policies, procedures and operations for the program; oversees the coordination and implementation as appropriate.
2. Manages the processing of a large volume of subpoenas in an efficient and effective manner; ensures critical witnesses are provided the support needed to appear in court, as directed by Deputy District Attorneys.
3. Reviews, interprets and complies with changing victim and witness legislation; researches and remains current with "best practices" in the field of victim and witness assistance programs.
4. Acts as subject matter expert, providing advice and guidance to District Attorney staff, Judges and others, regarding victim and witness laws, regulations and services.
5. Represents the rights of the victim, balancing the District Attorney's desire to prosecute the criminal with the victim's needs and rights (to healing services, etc.); acts as buffer between law enforcement, prosecutors and the victim; may be called upon to diffuse angry clients and/or confrontational situations.

6. Prepares annual applications for Office of Emergency Service (OES) grants, and quarterly progress reports; monitors performance and funding to insure programs are in compliance with OES standards; researches, identifies, prepares, monitors and appropriates grants to fund victim and witness programs; procures funding from state agencies; obtains data/information from internal and external departments and agencies in regard to funding sources, interdepartmental activities and programs relating to victim/witness issues.
7. Recruits, interviews and hires new staff and volunteers; plans, monitors, reviews, evaluates and manages the work of staff to ensure timely delivery of effective programs; recommends and implements disciplinary action as appropriate
8. Develops, negotiates and monitors contracts and agreements related to victim and witness programs
9. Speaks in public forums, representing the District Attorney's Office to legislators, committees, community forums, and commissions and at conferences regarding victim of crime issues; prepares scripts, speeches, programs, brochures and press releases for conferences and ceremonies promoting victim issues; plans, develops, conducts and evaluates presentations and trainings for criminal justice system and community agencies regarding victim issues.
10. Develops and monitors the unit's budget; reviews invoices and bills; complies with purchasing, payment and reimbursement procedures.
11. Designs and conducts public outreach and education; plans, develops, conducts and evaluates training programs for staff and the public regarding victim/witness issues.
12. Provides crisis intervention and assistance to victims and witnesses in sensitive or high profile cases.
13. Researches, analyzes, interprets and complies with local, state and federal codes, regulations, laws, policies, procedures and guidelines pertaining to victims of crime; analyzes and monitors departmental compliance with existing and proposed legislation and regulations; ensures legislative mandates are met.
14. Compiles, analyzes and presents data in the form of written, graphic or oral reports for use before boards, commissions and the public.

QUALIFICATIONS

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:

Thorough knowledge of:

1. The laws, regulations, policies and typical processes and procedures related to the Victim/Witness Assistance Program, including Section 13835 of the California Penal Code
2. Legal terminology and documents used to provide assistance to victims and witnesses of crime
3. The criminal justice system, criminal proceedings, and the functions and operations of a District Attorney's Office as they pertain to Victim/Witness Assistance activities
4. The functions and roles of law enforcement agencies, probation departments, health and emergency departments, and judicial entities, in relation to violent criminals and the victims and witnesses of violent crime
5. The principles and techniques of interviewing and referral counseling
6. Community resource agencies as pertains to victim and witness assistance

Working knowledge of:

Victim/Witness Assistance Program Manager

1. Methods used to identify and secure private, non-profit, Federal, state and local sources of funding for victim/witness assistance programs.
2. Principles and practices of public administration, grantsmanship, program management and planning, fiscal management, personnel management, customer service and leadership.
3. Principles and practices of contract and grant preparation, negotiation, development and administration.
4. Methods used in researching and developing grant applications, grant funds management and project cost estimating.

Skill and Ability to:

1. Establish and maintain effective working and diplomatic relationships with a variety of groups including elected officials, a culturally diverse general public, and representatives of the government, media and outside agencies, with a focus on quality service to internal and external customers
2. Provide support and victim assistance in the most complex and sensitive cases and make appropriate referrals to community assistance resources
3. Communicate effectively in writing and verbally; make presentations before groups, boards, commissions and others in a clear and articulate manner and appropriate to a variety of audiences
4. Work independently while exercising initiative, ingenuity, and sound judgment in solving difficult and complex administrative and technical problems and while performing effectively as a team leader
5. Identify sensitive and/or political issues and potential problems, options and projected outcomes and make recommendations. Efficiently and effectively resolve problems
6. Work effectively amid changing and potentially conflicting priorities. Meet deadlines, organize and coordinate numerous activities and programs
7. Analyze and interpret complex data and information. Prepare clear and concise reports and recommendations
8. Interpret and apply codes, regulations, laws, policies, procedures and guidelines pertinent to victim services programs
9. Organize and conduct research studies regarding victim and witness issues
10. Recruit, hire, manage, train and evaluate the work of subordinate staff and volunteers
11. Prepare program budget and monitor resources and expenditures
12. Use personal computers in the workplace with knowledge of word processing, spreadsheet and database software
13. Provide excellent and courteous customer service

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, the incumbent will be required to:

1. Successfully complete a background investigation, which includes a fingerprint and DMV check.
2. Possess and maintain a valid California class C driver license or be able to provide suitable transportation that is approved by the appointing authority.
3. Possess an Advanced Victim Assistance Advocate Certificate, pursuant to Penal Code Section 13835.10

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:

Education:

Coursework leading to a Bachelor's degree in public administration, social services, business administration, education or a related field.

AND

Experience:

Three years of experience performing duties equivalent to Victim Assistance Coordinator for the County of Monterey.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required for this classification include:

1. Personal mobility to attend meetings and work in various office locations.
2. Ability to work at a desk and/or computer, or attend meetings for extended periods of time.
3. Finger and manual dexterity in order to operate a computer keyboard.
4. Ability to stoop, reach and bend to access files and lift and carry items up to 25 pounds.
5. See well enough to read documents and data on computer screens.
6. Communicate verbally to employees and the public.
7. Hear oral communications, both in person and on the phone.
8. Physical agility and ability to pull and/or push, bend, and maneuver in order to use a dolly to transport boxed materials for training and/or presentations from office to vehicle.

CLASS HISTORY

Class Code: 14C87
Established Date: June, 2008
Revised Date: (New)
Former Title: (New)

CLASS DATA

Job Group: 03
EEO Category: P
Work Comp. Code: 8810
Bargaining/Employee Unit: X
FLSA: E
MOCO OT: N

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/s/ Dianne Dinsmore

County Administrative Office

8/25/08

Date