



CLASSIFICATION NO. 768

Established: 1/93

Revised: 11/15

FLSA: Exempt

EEO: 2

## **VICTIM ASSISTANCE PROGRAM DIRECTOR**

### **CLASS CHARACTERISTICS**

Under general direction, to plan, organize and manage the activities and personnel of the County's Victim Assistance Program; to develop program policies and conduct long range planning and program evaluation; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The District Attorney's Office prosecutes crimes committed in Clackamas County and provides legal and support services to ensure expedient criminal prosecutions, child support enforcement and assistance to crime victims.

The Victim Assistance Program Director is responsible for overseeing and providing emergency and on-going services to victims of crime through crisis intervention, emotional support, referrals and information regarding the operation of the criminal justice system. The incumbent also acts as a liaison between the agency and the community and promotes and coordinates program activities with other government and non-profit agencies.

The Victim Assistance Program Director reports to the County's elected District Attorney. It differs from the Human Services Manager which manages community service programs and projects providing services to individuals with social, economic, mental and/or physical disadvantages without affiliation to the court system. It also differs from the Victim Assistance Supervisor, which is responsible for the day-to-day supervision of staff within the Victim Assistance Program, but does not have responsibility for overall program direction, strategy, budget and program evaluation.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Plans, assigns and directs the activities of the Victim Assistance Program; develops work plans, short and long-term goals and strategy planning, allocates resources and develops schedules to accomplish program goals; forecasts personnel and funding requirements.
2. Represents the District Attorney's Office and the County in regional and state organizations, commissions, task forces and groups to promote and coordinate the work of the Victim Assistance Program and its associated commissions and councils; represents the County in advocating and testifying on related legislation; coordinates the activities of the program within the District Attorney's office and with other community and government agencies; promotes services and consistent application of policies and regulations.

3. Develops and implements program policies, procedures and guidelines within department and legal standards; reviews, interprets and clarifies relevant statutes, regulations and department policies; develops procedures for the implementation of new laws as they relate to Victims Rights and victims issues.
4. Monitors and evaluates program effectiveness in meeting established objectives; ensures provision of services are in compliance with applicable laws and regulations; develops quality assurance standards and implements review process; responds to and resolves complaints and inquiries from victims, witnesses, law enforcement and district attorney personnel.
5. Hires and manages supervisory, professional, temporary and volunteer staff to provide quality service to citizens and County staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff, other County departments and other government and non-profit agencies.
6. Provides direction to staff on complex technical, procedural and case management issues; sets case load limits, assigns cases and reviews case files; makes or reviews decisions on difficult case problems; oversees maintenance of case files, documents and correspondence.
7. Provides information, counseling and emotional support to victims; performs client advocacy, crisis intervention and case management functions; assists victims through criminal justice system and in crime victims' compensation claims preparation; maintains frequent contact with agencies to expedite claims processing.
8. Participates in preparing and updating budgets and grant proposals; manages budget/grant funds and authorizes program expenditures; develops proposals for additional funding and personnel; gathers and compiles data and prepares various annual, federal and other reports.
9. Monitors victim service data collection; provides review of written reports to ensure grant requirements are met; analyzes statistics to identify productivity standards; develops and oversees performance management and quality improvement processes.
10. Oversees and conducts public education and sensitivity training programs and activities related to victim rights and advocacy; oversees the recruitment, screening, training and supervision of volunteers; develops resources within community and private organizations; provides program information to the public, community groups and agencies; networks with other victim assistance agencies; oversees the preparation of brochures, media articles and general correspondence.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Federal, state and local laws, rules, regulations and policies relating to victim's rights and services; principles, practices and procedures of the adult criminal justice system and juvenile justice system relating to victim/witness assistance; methods and techniques of providing Trauma Informed Care for victims; community resources; needs of individuals experiencing emotional or physical trauma; crisis intervention techniques; case management methods and techniques.

Working knowledge of: Principles and practices of public administration, including budget/grant administration and personnel management; participative management theories; research methodologies, techniques of data collection and statistical analysis and applied data based decision making techniques; office equipment, including personal computers and software programs.

Skill to: Plan and coordinate a victim assistance program; response effectively in crisis situations; effectively develop and utilize available staff, program and community resources; communicate effectively, both orally and in writing; organize, direct, train, evaluate and discipline supervisory and professional staff; interpret statutes, regulations and rules; develop policies and procedures; research, analyze, evaluate and interpret data; direct staff in continuous efforts to improve quality productivity and effectiveness; incorporate team participation in decision making; respond to changes desired by citizens and County staff; establish and maintain effective working relationships with victims, witnesses, volunteers, social services agencies, law enforcement, probation, district attorney and court personnel, County employees and the public; prepare and deliver oral presentations before a variety of audiences.

### **WORKING CONDITIONS**

Must be available for 24-hour on call response to emergency situations.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of eight (8) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.