



CLASSIFICATION NO: 740  
Established: 9/08  
FLSA: Exempt  
EEO: 2

## **VICTIM ASSISTANCE SUPERVISOR**

### **CLASS CHARACTERISTICS**

Under direction, to plan, organize and supervise the daily operations of the Victim Assistance staff; to provide immediate crisis intervention assistance to crime victims; 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 Supervisor performs supervisory and program administrative duties to ensure effective daily operations of the Victim Assistance program. The Victim Assistance Supervisor assigns and reviews the work of Victim Advocates while managing an independent and complex case load of crime victims that need assistance. The incumbent also assists the Victim Assistance Program Director by providing administrative direction to staff in the Director's absence and by acting as a liaison between the agency and the community.

The Victim Assistance Supervisor differs from the Victim Assistance Program Director which has responsibility for overall program direction, strategy, budget and evaluation. The Victim Assistance Supervisor also differs from the Victim Advocate which does not have supervisory responsibilities and does not provide assistance to victims after normal work hours as part of the normal duties.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Plans, assigns, schedules and reviews the work of Victim Advocates and office staff; develops work plans and allocates resources to accomplish regular program goals; authorizes leave requests and overtime as necessary.
2. Hires, supervises, trains and motivates Victim Advocate staff to provide quality service; prepares performance evaluations; recommends and administers progressive discipline; responds to grievances; conducts and/or facilitates staff training and development; provides guidance and direction to Victim Advocates on difficult and/or unusual issues.
3. Develops and implements processes and procedures for daily program operations; monitors legislative changes on crime victim issues and recommends program or policy changes to ensure compliance with regulations, rules and directives.

4. On a regular basis as designated by the Victim Assistance Program Director, provides assistance to victims in need of urgent help outside of regular working hours.
5. Identifies and develops resources within the community; networks with other victim assistance agencies and resource providers; conducts public education and outreach on victim advocacy; represents the program before committees, community groups and agencies as directed by or in the place of the Victim Assistance Program Director.
6. Oversees the recruitment, screening, selection, training and mentoring of volunteer victim advocates.
7. Manages a case load of crime victims needing assistance, including establishing contact with crime victims, providing appropriate resource and counseling referrals, explaining criminal justice system processes and procedures, and, for prosecution cases, supporting victims in writing their Victim Impact Statements for presentation in court at sentencing; helps victims identify, verify and validate financial losses for restitution purposes.
8. Provides in-person support and re-assurance to sexual assault victims during forensic medical examination; answers victim's questions on examination process; acts as liaison between hospital, victim and law enforcement while helping to ensure proper collection of evidence; trains Victim Advocates on forensic medical exam procedures.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Crime victim advocacy, criminal justice system procedures and methods; victim rights under Oregon law; post-traumatic crisis intervention; recordkeeping techniques.

Working knowledge of: Principles and practices of supervision and training; crime investigation methods and terminology; public relations techniques.

Skill to: Plan, prioritize and assign workloads to a group of employees to accomplish program and office needs; supervise, train, evaluate, motivate and discipline employees; design and adapt work procedures according to department policy; handle and resolve emergency situations; assist victims in trauma either in person or over the phone while maintaining composure; communicate effectively with people in distress in order to determine their immediate needs; effectively summarize information in written form; establish and maintain effective working relationships with crime victims, social service organizations, law enforcement, District Attorney staff, other County staff and other community groups; operate computer office software and other office equipment; maintain accurate and complete records.

### **WORKING CONDITIONS**

May involve exposure to victims who are in crisis as a result of emotional and/or physical trauma. May involve exposure to offenders who are threatening and potentially hostile.

Must be able to respond to victims' needs outside of regular work hours, including travel to victims' locations, in order to establish contact, assess victims' needs and provide assistance when Victim Assistance Program Director is unavailable.

## **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 six (6) 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.

Edited: 12/17