

**Job Description: Victim Assistance Coordinator**

**Class No.** 1040  
**Position No.** 475-8421  
**Pay Group:** 12

**Department:** County Attorney  
**EEOC Category:** Administrative Support  
**FLSA:** Non-Exempt

**SUMMARY OF POSITION**

Responsibilities of the Victim Assistance Coordinator include assisting crime victims with obtaining protective orders, informing them of their rights and providing referrals and assistance as needed; researching available resources for crime victims; assisting with the filing of compensation claims; assisting law enforcement with case investigations; acting as liaison between attorneys and victims; coordinating pretrial interviews of witnesses and assisting with affidavits from victims and witnesses.

**GOAL**

To provide services and resource referrals to victims to protect their health and safety and to ensure access to compensation. Develop community outreach strategies to educate the public and law enforcement to ensure swift and appropriate prosecutions.

**ORGANIZATIONAL RELATIONSHIPS**

This position reports to the office manager. This is a non-supervisory position that works closely with other law enforcement agencies, victims of crime, and has contact with the general public.

**EXAMPLES OF WORK**

**Essential Duties\***

Evaluate and provide victims with Protective Orders applications;

Send out Crime Victim Information packets, which include all necessary documentation as required by law;

Contact victims for statements, to notify of court hearings and to obtain information on their feelings and thoughts as far as punishment ranges;

Prepare paperwork for attorneys with victim's recommendations;

Assist victims with completion of forms, crime victim's compensation forms and any other necessary paperwork as pertaining to their case.

Conduct interviews of complainants and witnesses and obtains statements.

Gather and label evidence and take photographs for court case preparation; testify in court;

Maintain records for all victims that come through this office. Information must include age, race, gender, ethnicity, number of Crime Victim packets mailed and number returned as well as referrals to other agencies.

**Class No. 1040** *(Continued)*

**OTHER REQUIREMENTS**

Regular attendance is essential. Must arrive at work on time, prepared to perform assigned duties and work assigned schedule. Employee must have the ability to work well with others. Employee must be able to perform the essential functions of the position without posing a direct threat to the health and safety of themselves and others. Requested accommodations to work hours and schedules are considered on an individual basis.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this position, the employee will be required to walk, sit, and stand. May be required to lift, carry or push/pull supplies, materials, equipment and/or items weighting up to 10 pounds. Work is primarily conducted indoors.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

1. Fluency in Microsoft Word and Odyssey;
2. Experience in criminal prosecution and civil litigation;
3. Ability to communicate effectively in English and Spanish;
4. Associates degree or a minimum of 3 years of experience working in the criminal justice system.

**CERTIFICATES AND LICENSES REQUIRED**

This employee must be bondable.

**COMMENTS**

Guadalupe County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

**JOB DESCRIPTION FOR POSITION:  
475- Victim Assistance Coordinator**

**NOTICE:**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Regular attendance is required in this job.

All employment with Guadalupe County shall be considered "at will" employment. No contract of employment shall exist between any individual and Guadalupe County for any duration, either specified or unspecified.

I have reviewed this job description and find it to be an accurate description of the demands of the job.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

This signed original will be placed in employee's Personnel File.