



## POSITION DESCRIPTION

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**TITLE: Victim Witness Program Clerical Assistant**

### **Scope of Responsibility**

The Victim-Witness Program Clerical Assistant provides assistance to crime victims and witnesses, the prosecutor's office and other agencies and organizations working in the criminal justice system as an advocate for victims and liaison between local, state and regional criminal justice agencies and service providers. Work is performed under the general direction of the Prosecuting Attorney and supervision of the Office Administrator.

Work involves providing professional criminal justice services to victims and their families to include; assessment of victim needs, criminal justice orientation, advocacy in the courts and during victim interviews as well as referral to other community resources.

### **Typical Duties**

- Establish and maintain ongoing contact with and provide support services to victims and witnesses as case develops and moves through the criminal justice process.
- Perform regular and timely data entry in JustWare Case Management Program to include: creating and/or updating name and case related records by entering detailed and accurate notes of conversations and contact with victims and witnesses; calendaring victim and witness interviews/meetings; and entering any other case or name specific information gleaned from investigative reports, criminal justice and victim services' personnel and/or agencies.
- Provide support services to prosecutor staff by scheduling, coordinating and participating in interviews with witnesses and/or victims as an advocate for victim rights.
- Coordinate court times for witnesses and/or victims during trials and other court hearings and keep witnesses and victims apprised of case proceedings including trials and hearing dates, continuances and cancellations, case settlements and dispositions/sentencings.
- Assist victims in filling out and returning restitution forms, verify accuracy and completeness of forms and validity of substantiating documentation for damages, injuries and/or loss.
- Provide emotional and informational support to victims and witnesses at court proceedings and interviews.

- Maintain accurate and complete caseload records and files on all matters and activities for preparation of routine or specific statistical reports.
- Perform any other functions as directed by prosecutor.

### **Qualifications**

- Requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by examples in the above job description.
- High school diploma, GED or equivalent.

### **Special Requirements**

Individuals assigned to this classification work in the capacity of a confidential employee. Any breach of these terms and conditions of employment may result in immediate discipline, up to and including discharge.

### **Essential Functions**

- Knowledge of English, spelling and grammar.
- Ability to communicate clearly and concisely, orally and in writing to individuals of diverse ethnic backgrounds, lifestyles, economic standards and ages.
- Ability to maintain an effective and professional working relationship with a wide range of individuals and/or agencies.
- Ability to interpret and apply general office practices, procedures, policies and guidelines.
- Computer literate with ability to use word processing, knowledge and proficiency with Microsoft Windows XP and Office XP environment.
- Ability to quickly learn and become proficient with our JustWare Case Management Program.
- Ability to work independently, using sound judgment and logic.
- Ability to maintain a professional demeanor under stressful circumstances.

### **Working Conditions**

Work is performed primarily in a highly productive and time-intense office environment. Stress associated with competing priorities and strict timelines is a job element, which must be successfully managed.