

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Victim Services Program Specialist
Job Code: 8176
Pay Grade: 35
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Interacts with victims of crimes and coordinates educational and informational activities for the benefit of victims of crimes to learn of their rights and community support. This is a part-time, grant funded, one-year temporary position in the Adult Probation Division.

ESSENTIAL FUNCTIONS:

- Serves as the contact person between the Adult Probation Division and local victim advocacy agencies, receives victims' complaints and concerns, researches the issues and provides a response on behalf of the division.
- Coordinates the dissemination of victims' rights information to victims whose perpetrators are placed on adult probation.
- Prepares the materials and facilitates the delivery of informational sessions to local victims advocacy groups concerning the responsibilities and processes of the adult probation division on victims' rights.
- Coordinates the implementation of surveys to victims through local agencies and advocacy groups, summarizes and recaps the survey results for management review.
- Leads the development of an Adult Probation Victims' Rights brochure to assist with the education of victims. Ensures the mailing of the brochures with other victim notification correspondence at the pre-sentence stage and/or when requested by victims or their representatives.
- Establishes a website link on the Superior Court web page, with Adult Probation Division contact information for victims.
- Maintains a database of victims' personal information and initiates attempts to locate victims whose addresses are incorrect or unknown.

Additional Responsibilities/Duties

- Performs other related duties and/or tasks as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have the knowledge of operating desktop computer and Microsoft Windows software.
- Must have strong customer service skills to receive irate individuals, identify the issue, research and identify solutions for management approval or explain policies and procedures.
- Must have the ability to communicate effectively with a diverse group of individuals, deliver presentations and effective writing skills.

MINIMUM REQUIREMENTS:

A High School diploma or an equivalent G.E.D. certificate and three years of administrative/clerical work experience in a professional office environment. Or, any equivalent amount of experience, education and/or training approved by Human Resources.

LICENSES AND CERTIFICATES:

Must have a valid Arizona Driver's license at the time of appointment.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment up to 20 lbs. This position will require the incumbent to travel to community agencies.

DISTINGUISHING CHARACTERISTICS:

This is a temporary, one-year position that reports to the Project Coordinator in the Adult Probation Division. Incumbent must be able to perform duties to a flexible work schedule, which includes evening and weekend hours of work.

Date: 06/02/05

Revised: