

## **VICTIM ASSISTANCE COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for assisting with the emotional support of families, victims, and witnesses of violent crime, as well as the independent administration, management, and planning of the Albany Police Department's Trauma Response Team. The incumbent in this position assists victims, families, and witnesses with obtaining services including emergency shelter, transportation, financial assistance, and psychological services through appropriate sources including The Albany County Crime Victim's Board and community based organizations. An employee in this class will keep abreast of each case and stay in contact with victims as they go through various processes of the justice system and service industries, acting as a liaison with community based organizations.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Independently develop and coordinate the Albany Police Department's Trauma Response Team;
- Develop and maintain a protocol for the Trauma Response Team;
- Act as a liaison between law enforcement and community based organizations;
- Meet and maintain daily contact with victims, families, and witnesses to violent crime;
- Provide appropriate referrals to victims, families, and witnesses of violent crime including: counseling, support, advocacy, information, and follow-up by phone, in office or home visit;
- Coordinate services for victims, families, and witnesses with other community social agencies;
- Communicate and coordinate services and response to violent crimes with SNUG;
- Coordinate services and responses for the Trauma Response Team;
- Coordinate service provider outreach within the Albany Police Department's Neighborhood;
- Engagement Unit's community offices;
- Provide information on the Rights of Crime Victims in NYS;
- Is on-call 24 hours a day for trauma response coordination;
- Maintain all case files and logs;
- Assist in training of Trauma Response Team volunteers;
- Complete and submit statistical program reporting;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of criminal justice systems and local law enforcement agencies;
- Thorough knowledge of local community human services network;
- Ability to present ideas clearly and efficiently in both written and oral communications;
- Ability to prepare clear and concise written materials;
- Ability to establish and maintain effective working relationships with public and private agencies;
- Ability to work independently to develop and coordinate the program;
- Ability to maintain a high level of interpersonal contact with victims/survivors of violent crime;
- Good knowledge of personal computers and office equipment;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Master's Degree (or higher) in Psychology, Social Work, Criminal Justice or a closely related field; and two (2) years of experience in a human services field; **OR**
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in Psychology, Social Work, Criminal Justice or a closely related field; and four (4) years of experience in a human services field; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.