

CRIME VICTIM CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Receives and records information from crime victims and provides agency services to victims and others affected by crime. Services involve the coordination of comprehensive, victim-centered care addressing immediate and long term needs of crime victims through assessment, communication, advocacy, referral, collaboration, and claims assistance for victims and others affected by crime. Work is performed under the general supervision of the Supervising Crime Victims Caseworker or the Clinical Supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Meets with/contacts crime victims to determine type of assistance to provide to victims affected by crime;
- Completes an intake which assesses victims' needs and provides ongoing assessments to create a plan for immediate and long-term care;
- Refers and accompanies victims to appropriate human services agencies and community providers for assistance with various needs and then facilitates communication and collaboration between service providers;
- Provides trauma-informed crisis intervention for the emotional support of crime victims;
- Provides crime victims with a primary point of contact for the NYS OVS Vocational Rehabilitation Unit as well as the NYS OVS Civil Legal Network;
- Assists crime victims in understanding criminal and family court proceedings, criminal charges and family court petitions as well as filing court related documents;
- Refers victims to Crime Victims Caseworker for criminal court, family court and District Attorney's Office advocacy when indicated;
- Files NYS Office of Victim Services (OVS) claims for the victim/s to receive compensation for crime related losses;
- Advocates for the crime victim/s in all the systems listed above;
- Records information and prepares reports of services provided;
- Meets with victims in the office, courts, hospitals and police stations and at community service providers;
- Accompanies victims to the courts, hospitals and police stations at various locations throughout Albany County;
- Provides hotline back-up coverage of the 24-hour sexual assault crisis hotline; Hotline coverage including crisis counseling and medical and legal advocacy and/or accompaniment;
- Follows up with sexual assault victims after all accompaniments;
- Participates in scheduled volunteer training sessions and contacts volunteers when needed;
- Represents agency at meetings with the public or professional groups concerning crime victims;
- Maintains case files and reports and inputs data in the agency database in a timely manner;
- Other duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good judgment, compassion and sensitivity;
- Good communication skills;
- Working knowledge of the criminal justice system, the community service network, and social service systems;
- Working knowledge of the referral process and required forms for human service agencies and services provided by various agencies;
- Working knowledge of the dynamics of domestic violence, sexual violence, interpersonal violence;
- Working knowledge of screening tools for trafficking victims and referral resources;
- Working knowledge of benefit and entitlements available for crime victims including trafficked and refugee populations;
- Ability to learn and apply the working procedures and operations of the criminal justice system, family court system, community service providers, and social service agencies;
- Ability to compile and enter data and assist in the preparation of various forms;
- Ability to establish and maintain good working relations with others;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- A. Graduation from a regionally accredited or New York State registered college or university with at least a Bachelor's Degree in criminal justice, human services, psychology, social work, nursing, public health or closely related degree; OR,
- B. Graduation from a regionally accredited or New York State registered college with an Associate's Degree in criminal justice, human services, psychology or social work or closely related degree and two years of advocacy experience or at least 500 hours of volunteer experience at a Rape Crisis Center or Victim Assistance Program.

SPECIAL REQUIREMENT:

Eligibility for and possession of a New York State Driver's License.

Juris. Class: Competitive
ACCS Adopted:03/18