

## VICTIM/WITNESS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of the District Attorney has responsibility to implement the goals and objectives of the Cattaraugus County Victim/Witness Services Program. Included, therein, is the responsibility to identify crime victim, advise them of their rights under the law, and help guide them to relevant community services. Assist victims in understanding and participating in the criminal justice process. A Victim/Witness Coordinator does related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Review felony and misdemeanor charging documents and supporting documentation to identify victims and help assess the type of services required;
- Communicate by telephone, mail, email or text with victims, witnesses, and service providers;
- Attends local criminal courts and county court with crime victims where appropriate;
- Assist crime victims through the criminal justice process and provide support as needed;
- Assist crime victims with seeking restitution and Orders of Protection;
- Provides assistance to victims with filling out crime victim's compensation claims;
- Schedules and attending meeting with crime victims for purpose of court appearances;
- Assists with scheduling and coordinating witnesses on cases in preparation for trial;
- Advises victims of relevant community services and makes referrals to those agencies where appropriate;
- Complies with statutory notification and reporting requirements;
- Acts as the District Attorney's liaison with community agencies and groups and attends meetings as designated by the District Attorney;
- Maintains, compiles, and reports to the New York State Office of Victim Services provided through the program;
- Compiles relevant statistics on program goals and objectives and assists the District Attorney in writing the grant application to continue the program for the succeeding fiscal year;
- Enters necessary information into database.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS: Thorough knowledge of the court system and proceedings occurring therein; Thorough knowledge of relevant community services and agencies; Ability to get along well with others; Ability to use an alpha-numeric keyboard and utilize various types of software utilized by employer; Ability to maintain a strict code of confidentiality; Proficient in typing and maintaining filing system. Good address; Good judgment; Tact and courtesy.

### MINIMUM QUALIFICATIONS:

- A) Graduation with a Bachelor's degree in Criminal Justice, Human Services, Social Work, Psychology or related field; OR
- A) Graduation with an Associate's degree, plus two (2) years paid full-time or it's part-time equivalent professional experience in a human service, law enforcement, higher education, community engagement, or not-for-profit setting

- dealing with victims and witnesses of crime or trauma, crime reporting, or anti-violence programming; OR
- B) Four (4) years paid full-time or its part-time equivalent professional\* experience as defined in (B) above; OR
- C) An equivalent combination of education and experience as defined by the limits of (A), (B), and (C) above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

ADOPTED: 6/24/2025

CATTARAUGUS COUNTY CIVIL SERVICE