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| Job Title: | Crime Victim Liaison |
| Department: | Police Department |
| Reports to: | Chief of Police |
| FLSA Classification: | Non-Exempt |
| Safety Sensitive Type: | Safety Sensitive |
| Effective Date: | 05/01/2022 |
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| Job Summary: | The purpose of this position is to insure that all victims of violent crimes are made aware of all the protections and benefits afforded them in accordance with Article 56.02 (a) of the Texas Code of Criminal Procedures. The Crime Victim Liaison will conduct follow - ups on reports that have been submitted by victims and will include public presentations to different groups within our community. Individual will be performing other duties assigned by supervisor/department head when needed. The Crime Victim Liaison will be under the direction and supervision of the Chief of Police. |
| Essential Job Functions: | Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.   1. Reviews reports of crimes and contacts the victim, guardian, or designated relative to insure they are aware of all services and benefits. 2. Assists any victim, guardian or designated relative in preparing the required paperwork. 3. Obtains medical bills/other documented expenses incurred by the victim and submits to proper agency. 4. Coordinates data and reports generated for maintaining the grant as well as submitting required items for the grant. 5. Maintains a close working relationship with the Crime Victims Coordinator. 6. Coordinates with officers of the Edinburg Police Department and monitors the progress of investigations. 7. Maintains adequate supply of packets in both English and Spanish. 8. Provides and maintains lists of agencies available to assist victims of violent crimes. 9. Insures proper references are made for assistance in counseling, shelter, medical, and other department of human services that may be available. 10. Attends area and out of area meetings, trainings and workshops as scheduled. 11. Drives City vehicle to assist victims with no mode of transportation. 12. Performs related work and reports as assigned. |
| Conditions of Employment: | 1. Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration. 2. Applicant must take and pass a pre-employment drug test administered by the City of Edinburg at the City’s expense. 3. Must have a current valid class “C” driver’s license from the Texas Department of Public Safety with a satisfactory driving record. 4. Bilingual English/Spanish required. |
| Required Education: | Associate’s degree in sociology, psychology or criminal justice. |
| Education Preference: | Bachelor’s degree in related fields. |
| Educational Substitute: | Additional education and experience or an equivalent combination of training and experience may be substituted for the above requirements. |
| Required Work Experience: | Requires two (2) years’ experience as a Crime victim liaison. |
| Experience Preference: | Four (4) years’ experience in related fields. |
| Supervisory Experience Requirement: | Not Applicable |
| Required Knowledge, Skills, & Abilities | 1. Ability to communicate in English and the Spanish language. 2. Ability to work effectively and efficiently independent of constant supervision. 3. Ability to perform well in stressful situations. 4. Ability to make decisions based on personal judgment. 5. Ability to prioritize emergencies by threat to life and/or property. 6. Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency. 7. Requires a working knowledge of court functions and general office procedures. 8. Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas. 9. Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively. 10. Intermediate computer skills in a Microsoft Windows environment; includes Excel, Word, Publisher, database management, and record keeping. 11. Knowledge of program regulations, guidelines and requirements, basic accounting procedures and practices, and information gathering techniques. 12. Ability to establish and maintain effective working relationships with public agencies, City Departments, and the general public. 13. Organizational and multi-tasking skills. 14. Provide Direct Victim Services – include but not limited to the following activities:   Accompaniment to Hospitals, Law Enforcement Offices, Prosecutors’ Offices and Courts  Advocacy  Assistance with Crime Victims’ Compensation  Assistance with Restitution  Assistance with Texas SAVNS  Assistance with Victim Impact Panels  Assistance with Victim Impact Statements  Crisis Intervention  Emergency Funds  Follow up with Victim  Groups (Support, Therapeutic)  Information and Referral  Individual Counseling  Peer Support Services  Legal Assistance  Lodging  Transportation  Other Direct Victim Services |
| Equipment Materials: | General office and safety equipment/materials to include but not limited to the following:   * Personal computer, cell phone, telephone * Adding machine, laptop, City vehicle * Copy Machine, fax machine, keyboard * Policy and Procedure handbook |
| Work Conditions: | Relatively free from unpleasant environmental conditions or hazards. Office environment. |
| Mental Demands: | While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; use math and mathematical reasoning; perform detailed work, multiple tasks; work with constant interruptions; and interact with staff and the public. |

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| Physical Demands | | | | | | | | | | | | | | | | | |
| **Environmental Conditions:** | | | | | | | | | | | | | | | | | |
| **HEALTH AND SAFETY** | | | | | | **ENVIRONMENT FACTORS** | | | | | | | **PRIMARY WORK LOCATION** | | | | |
| Mechanical Hazards | | | |  | | Respiratory Hazards | | | | | |  | Office Environment | | | |  |
| Chemical Hazards | | | |  | | Extreme Temperatures | | | | | |  | Warehouse | | | |  |
| Physical Danger or Abuse – upset customers | | | |  | | Expressing/Exchanging Spoken Word | | | | | |  | Closed Quarters/Crawl Spaces | | | |  |
| Fire Hazards | | | |  | | Noise | | | | | |  | Vehicle | | | |  |
| Explosives | | | |  | | Wetness/ Humidity | | | | | |  | Outdoor Environment | | | |  |
| Communicable Diseases | | | |  | | Vibration | | | | | |  | Inside Environment | | | |  |
| Electrical Hazards | | | |  | | Physical Hazards | | | | | |  | Shop | | | |  |
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| **Visual Acuity:** | | | | | | | | | | | | | | | | | |
| Near Visual | | | |  | | Clarity of vision at approximately 20in or less (i.e., working with small objects or reading small print), including use of computers. | | | | | | | | | | | |
| Far Visual | | | |  | | Clarity of vision at 20ft or more. This is not just the ability to see a person or object, but the ability to recognize features as well. | | | | | | | | | | | |
| Peripheral Vision | | | |  | | Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point. | | | | | | | | | | | |
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| **Physical Activities:** | | | | | | | | | | | | | | | | | |
| **TASK** | | | | | **FREQUENCY** | | | | **PERFORMANCE** | | | | | | | | |
| N = Never  (never occurs) | R – Rarely  (less than 1 hour a week) | | | | | | | O = Occasionally  (up to 1/3 of the time) | | | F = Frequently  (from 1/3 to 2/3 of the time) | | | | C = Continuously  (2/3 or more of the time) | | |
| Climbing | | | | O | | | | | Ascending of descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. | | | | | | | | |
| Stooping (bending at waist) | | | | O | | | | | Bending body downward and forward by bending spine at waist. | | | | | | | | |
| Kneeling (one or both knees) | | | | O | | | | | Bending legs at knee to come to a rest on knee or knees. | | | | | | | | |
| Lifting/Carrying | | | | F | | | | | Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. | | | | | | | | |
| Keyboarding | | | | C | | | | | Entering text or data into a computer or other machine by means of a traditional keyboard. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine or 10-key numeric keypad. | | | | | | | | |
| Reaching (at or below shoulder level) | | | | F | | | | | Extending hand(s) and arm(s) in any direction. | | | | | | | | |
| Reaching Overhead | | | | O | | | | | Extending hand(s) and arm(s) higher that the head and one of these conditions exist: (1) A person bends the elbows, and the angle at the shoulders is about 90 degrees or more, or (2) A person keeps the elbow extended, and the angle at the shoulder is about 120 degrees or more. | | | | | | | | |
| Twisting/Turning (rotation) | | | | F | | | | | Rotating one part of the body in a direction away from or opposite to another part. Includes lateral rotation of the trunk and spine. | | | | | | | | |
| Handling (manipulated objects) | | | | C | | | | | Seizing, holding, grasping, turning or otherwise working with hands. | | | | | | | | |
| Standing | | | | F | | | | | Remaining upright on the feet, particularly for sustained period of time. | | | | | | | | |
| Walking | | | | F | | | | | Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. | | | | | | | | |
| Sitting | | | | C | | | | | Remaining in a seated position for extended periods of time without being able to leave the work area. | | | | | | | | |
| Grasping (whole hand activities) | | | | C | | | | | Applying pressure to an object with the fingers and palm. | | | | | | | | |
| Pushing/Pulling | | | | F | | | | | Using upper extremities to press against something with steady force, in order to thrust forward, downward or outward. Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion. | | | | | | | | |
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| **Physical Requirements:** | | | | | | | | | | | | | | | | | |
| **TASK** | | | **WEIGHTS** | | | | **CHECK IF APPLICABLE** | | | **PERFORMANCE** | | | | | | | |
| Sedentary Work | | | Up to 10 lbs. | | | |  | | | Exerting up to 10lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. | | | | | | | |
| Light Work: | | | Up to 20 lbs. | | | |  | | | Exerting up to 20lbs of force occasionally, and/or up to 10lbs of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls require exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work. | | | | | | | |
| Medium Work: | | | Up to 50 lbs. | | | |  | | | Exerting up to 50lbs of force occasionally, and/or up to 20lbs of force frequently, and/or up to 10lbs of force constantly to move objects. | | | | | | | |
| Heavy Work: | | | Up to 100 lbs. | | | |  | | | Exerting up to 100lbs of force occasionally, between 2 persons, and/or in excess of 50lbs of force frequently, and/or up to 20lbs of force constantly to move objects. | | | | | | | |
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| Authorization: | | I have reviewed this description and understand the requirements and responsibilities of the position.  \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date Print Name Signature of Employee  The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change. | | | | | | | | | | | | | | | |