



Victim Witness Caseworker I #00227

City of Virginia Beach – Job Description

Date of Last Revision: 06-09-2023

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 22

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Assist with overall administration of the Victim-Witness Program in support of the prosecutorial functions of the Office of the Commonwealth's Attorney Office; coordinate services for citizens who participate in the Criminal Justice System; and assigned a junior level caseload of felony and misdemeanor domestic violence victims and witnesses in order to facilitate court appearances and provide mandated services.

Representative Work Functions and Responsibilities

Ability to interpret and provide services mandated by Constitution of Virginia and State statute.

Maintain cases that require court related counseling and coordinate the criminal court process with victims and witnesses to include interviews, court appearances, and crisis intervention (this reduces the apprehension level which will produce better testimony on the witness stand); responsible for explaining the role of victims and witnesses within the Criminal Justice System so that the highest possible number of individuals will come forward and give testimony in a courtroom during the prosecution of a felony; coordinate and assist prosecutors with all court appearances on assigned cases; and assist clients at all phases of contact within the criminal justice system.

Coordinate activities of the office with other city, and state agencies to ensure the program in Virginia Beach is cooperating with the service of other related programs.

Maintain case files, records, and statistics.

Maintain membership in regional, state and national victim-witness organizations that provide certification and training in Victimology.

Help plan and coordinate activities for National Victims' Rights Week.

Provide input into policy and procedure decisions.

Provide emergency backup to staff during regular office hours.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those

duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Effectively assist in coordinating internal Victim-Witness Office procedures and programs with the established outline of the Office of the Commonwealth's Attorney which is based on State Statute and the Virginia Constitution which mandates services provided to crime Victims and Witnesses; manage assigned caseload; maintain required certifications and training in Victimology; courteously and diplomatically handles victims' and witnesses' concerns.

Minimum Qualifications

Requires a combination of higher education and/or experience equivalent to four (4) years in social work, criminal justice or related field which provides the required knowledge, skills and abilities.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of the Crime Victims and Witnesses Rights Act and the Victims' Right's Amendment to the Constitution of Virginia.
2. Knowledge of the Commonwealth of Virginia Criminal Justice System.
3. Knowledge of State and Federal Laws concerning victims.
4. Knowledge of Victimology.
5. Knowledge of criminal court procedures for victims and witnesses.
6. Knowledge of referral programs that support victims and witnesses.
7. Knowledge of Rules of Evidence as applied to testimony of victims and witnesses.

B. Skills

1. Skill in interpreting and understanding Commonwealth statutes that apply to Victims and Witnesses of Crime as well as to the operation of the Victim Witness Program.
2. Skill in maintaining a junior level caseload, to include documentation and statistical information.
3. Skill in counseling victims and witnesses to include crisis situations.
4. Skill in inter and intra agency diplomacy and discussions.
5. Skill in directing, maintaining and implementing policies and procedures set forth by the Commonwealth's Attorney and the Department of Criminal Justice.
6. Skill in operating a computer and using City standard software in order to document cases, correspond to other staff, maintain statistics, etc.

C. Abilities

1. Ability to personally relate to a wide variety of victims of felonies that are required to testify in court.
2. High degree of understanding to provide support to a variety of reactions/emotions of witnesses/victims involved in lengthy court trials or frequent court appearances.
3. Ability to work with both experienced and inexperienced prosecutors.
4. Ability to work with other city and state agencies to coordinate services for victims of crime.
5. Ability to provide crisis intervention over the phone to out-of-state victims and witnesses.
6. Ability and confidence to speak before local groups to explain program services.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

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