

VICTIM/WITNESS PROGRAM COORDINATOR

FUNCTION OF THE JOB

Under direction, to manage the operation of a victim/witness program for the County; to plan, coordinate, supervise, and evaluate the services provided to victims and witnesses of crimes by the Office of the District Attorney; performs other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Plans, coordinates, evaluates, and manages the operation of the County's Victim/Witness Program in compliance with state statute requirements under Chapter 949 and 950, and Wisconsin Administrative Code, Jus 12.
2. Researches, analyzes, interprets, and monitors changes to the amendment to Article I, Section 9(m) of the Wisconsin Constitution relative to Marsy's Law; develops and implements policies and procedures to ensure compliance; advises on enhanced privacy protections for victims and witnesses of crime.
3. Manages and directs program operations including case assignment, case management, supervision of case records, policies and procedures, customer service, and financial operations.
4. Evaluates the effectiveness of existing programs and develops and implements procedures, policies, and programs to improve the quality of services, expand services, meet the requirements of state law, and/or to meet the changing needs of crime victims and witnesses.
5. Coordinates and manages the delivery of services to victims and witnesses of crimes; provides direct services to crime victims and witnesses, including high profile, large-scale and escalated client matters; provides direction and oversight to staff in multiple programs in responding to situations which involve the safety and well-being of vulnerable populations.
6. Facilitates the involvement and cooperation of victims and witnesses with the District Attorney's Office.
7. Supervises, selects, assigns, and evaluates employees and handles any personnel issues of the staff.
8. Advocates for victim related legislation, researches, analyzes and provides guidance on the impact of proposed/enacted legislation, and directs and coordinates required changes.
9. Prepares and submits detailed and complex financial, statistical, and narrative reports for the State of Wisconsin, the federal government, and other agencies.
10. Writes proposals and seeks grants for victim services from the Department of Justice and the federal government; implements and manages grants; prepares and submits required statistical, cost, and program reports.
11. Plans, implements, and manages the County's comprehensive Victim/Witness Facility Dog Program designed to provide comfort, companionship, and emotional support to victims and witnesses navigating the legal process; oversees training, certification, and care of facility dog; facilitates client meetings and maintains records for reporting purposes.
12. Develops, organizes, and implements fundraising opportunities to safeguard financial sustainability of the Victim/Witness Facility Dog Program.
13. Develops, prepares, presents, and administers the Victim/Witness Program's operating budget, including the development of strategic goals; assists in the preparation of other budgets within the Office of the District Attorney.
14. Serves as a liaison between victims and witnesses and law enforcement agencies, the legal community and other agencies.
15. Ensures the protection of the rights of victims and witnesses according to state statutory requirements and the Wisconsin Constitution.
16. Prepares and provides informational materials such as brochures, press releases, letters, and websites about services provided by the program; manages social media and websites for Victim/Witness Program.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

17. Manages 24/7 Mobile Victim Assistance Program providing on-scene crisis and crime response, transportation for services, criminal justice information and emergency financial assistance; responds to calls and/or supervises staff, including therapist.
18. Advises Emergency Management and other internal and external groups regarding crime victims' rights during large-scale, high-profile critical incidents; coordinates victim assistance and crisis response.
19. Responds to grievances and complaints to the State Department of Justice and Crime Victims Rights Board about possible violations; assists victims to inform the Court/other entities and file for enforcement of remedies when their rights are violated.
20. Determines the training needs of staff, identifies appropriate instructional resources to address those needs and/or develops and presents training and staff development programs.
21. Promotes public awareness and education of the program through public speaking engagements at community and academic functions or other public forum meetings.
22. Establishes and maintains effective working relationships with County staff, justice system partners, the Department of Justice, other state agencies, public officials, community organizations, victims, witnesses, law enforcement personnel, court officials, attorneys, staff, and the general public.
23. Represents the department on state, County, and other agency boards and committees, and serves as a liaison to justice system partners to ensure that effective and appropriate services are provided to crime victims and witnesses.
24. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
25. Maintains prompt, predictable, and regular attendance.
26. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of the role and scope of the County's Victim/Witness Program, including Wisconsin Administrative Code Jus 12.
2. Thorough knowledge and understanding of trauma-informed victim advocacy and victim services.
3. Comprehensive knowledge of managerial and supervisory principles and practices.
4. Comprehensive knowledge of Wisconsin Statute requirements for the Victim/Witness Program under Chapters 949 and 950.
5. Comprehensive knowledge of the amendment to Article I, Section 9(m) of the Wisconsin Constitution relative to Marsy's Law and associated administrative responsibilities.
6. Comprehensive knowledge of the modern principles and practices of program and budget development and administration.
7. Comprehensive knowledge of the criminal justice system as it relates to the Victim/Witness Program.
8. Comprehensive knowledge of grant writing, management, and reporting.
9. Considerable knowledge of canine-assisted therapy programs to provide support and comfort to victims/witnesses navigating the criminal justice system.
10. Considerable knowledge of crime victimization and trauma response.
11. Working knowledge of social services and community resources including public and mental health.
12. Working knowledge of computerized department program software, Internet access, and database, spreadsheet and word processing programs.
13. Ability to effectively problem solve and communicate.
14. Ability to interpret and apply statutes, administrative rules, policies, and procedures.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

15. Ability to communicate effectively, verbally and in writing, with law enforcement agencies, court and government officials, attorneys, victims and witnesses of crimes, staff, and the public.
16. Ability to exercise sensitivity, discretion, and empathy when working with crime victims of varied cultural and socio-economic backgrounds.
17. Ability to develop and implement policies and procedures for the operation of a victim/witness program.
18. Ability to write and manage grants, and to read and prepare financial reports.
19. Ability to maintain composure and remain calm in crisis situations and demonstrate the capacity to make critical decisions promptly.
20. Ability to establish and maintain effective working relationships with County staff, justice system partners, the Department of Justice, other state agencies, public officials, community organizations, victims, witnesses, law enforcement personnel, court officials, attorneys, staff, and the general public.
21. Ability to develop, administer, and monitor the Victim/Witness Program budget.
22. Ability to effectively utilize conflict resolution skills.
23. Ability to plan, direct, review, and evaluate the work of employees and handle any personnel issues of the staff.
24. Ability to provide public awareness of the program through written informational materials and speaking engagements.
25. Ability to utilize word processing, database, and spreadsheet programs.
26. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Bachelor's degree from a recognized college or university in business administration, criminal justice, social work or a closely related field.
2. Five (5) years professional work experience providing crime victim advocacy and services, counseling or closely related experience; two (2) years of which must be in a program administration.
3. Master's degree from a recognized college or university in public administration, criminal justice, social work, or closely related area may be substituted for one year of the work experience requirement.