



VICTIM SERVICES SPECIALIST

Department: Family Justice Center

Job Class: 115300

Pay Range: General 20

FLSA: Non-Exempt

Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Classification descriptions are **not** intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is a professionally skilled position in the Tacoma/Pierce County Family Justice Center in Pierce County. An employee in this classification is responsible for providing services and case management for victims of domestic violence and their children.

ESSENTIAL FUNCTIONS:

- Provides professional services to include crisis intervention, and safety planning.
- Provides initial needs assessment.
- Informs client and family of educational resources.
- Provides initial introduction of the Family Justice Center and its services to the client and family in crisis.
- Provides advocacy to gain information and provide clients options.
- Coordinates available services within the Family Justice Center.
- Interviews and supports clients, responds to crisis situations and/or provides resources and coordinates referrals to other service agencies.
- Provides support to walk-in and telephone clients.
- Completes intake forms and develops individual safety plans.
- Serve as main contact with client and family.
- Effectively establishes and maintains positive working relationships with service providers, clients and co-workers.
- Maintains regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meets the traveling requirements of the position. Performs the physical requirements of the position; works within the established working conditions of the position.
- Works a flexible schedule, which may include evening, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Trains volunteers, interns and other partners as required.
- Perform other job functions as assigned

SUPERVISION RECEIVED AND EXERCISED: Work is performed under general direction of the Assistant Director with the employee expected to plan and assign work independently and/or as a team after objectives have been defined. Work is reviewed in progress and upon completion for quality, consistency of professional judgment and compliance with established goals and policies.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Victim Services Specialist works in an office environment. In addition, the position involves exposure to disagreement or controversy and situations involving conflict, anger, verbal abuse and potential for volatile and/or hostile behavior. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

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PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing are essential. Extended periods of sitting is required. There is some walking, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site may be required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Effective advocacy, problem-solving, communication and listening techniques.
- Post-traumatic stress syndrome and immediate and long-term effects of domestic violence and sexual abuse.
- Basic diagnostic and counseling techniques.
- Computer operations and various programs.
- Local, state, federal and private program resources and agencies.

Skill in:

- Basic Interviewing.
- Calming clients fears.

Ability to:

- Negotiate and solve problems.
- Identify needs, record data and complete and maintain necessary documentation.
- Work in partnership with various other agencies and/or resources.
- Operate a personal computer, enter and analyze data, and monitor a database.
- Monitor funding sources.
- Handle stressful situations.
- Understand and follow instructions.
- Work effectively and productively with others.
- Work in a fast paced-environment and assess priorities.
- Communicate effectively both orally and in writing, to audience of various social, educational and economic backgrounds.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position.
- Physically perform the essential functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Graduation from a four-year college or university with major coursework in social work psychology or other human services field. Minimum two years case management experience (domestic violence experience desired). Additional education and/or related experience may substitute for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Ability to successfully complete Pierce County background investigation.