

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Director of Victim Assistance	Department:	Police Victim Assistance
Requisition Number:	2023095		
Hours:	8:00 a.m. – 5:00 p.m., may vary	Rate of Pay:	\$76,519.30 – \$80,000.00 Annually
Date Posted Up:	1/19/2023	Date Posted Down:	Until Filled
Time Up:	10:00 a.m.	Time Down:	

SUMMARY

Plans, directs, develops, and implements victim assistance programs, policies and procedures, coordinates the program's role with other parts of the criminal justice system, and supervises staff so that a comprehensive network of services for crime victims is delivered efficiently and effectively, thereby maximizing the probability that victims will be afforded their rights under the law. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations. At all times, the incumbent maintains absolute confidentiality of all work-related matters, including victim records and all associated information.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

Planning & Implementation

- Designs and manages all agency operations and programs to provide a full range of services to crime victims.
 - a. Ensures the maintenance of comprehensive victim service agency that effectively and efficiently meets the needs of crime victims and assist them in their interaction with the criminal justice system.
- Develops and presents community education programs, projects and special events to educate the community about victim rights and needs and encourage their support.
 - a. Prepares outline of pertinent information for specific victim issues.
 - b. Plans and produces videos and other multi media presentation for the community.
 - c. Writes and produces brochures for mass education.
 - d. Schedules speakers for organizations, classes, companies, etc.
 - e. Sponsors victim events such as Victim Rights Run, Candlelight Vigil, Survivors Rights March, etc.
- Prepares and administers department budget including grant writing and maintenance to ensure ongoing operation of the program and the necessary financial support of the program and the necessary financial support.
 - a. Reviews salary needs, educational and travel needs.
 - b. Determines equipment, printing, and office needs.
 - c. Submits the above to department fiscal manager.
 - d. Identifies grant sources, applies for grants in a timely manner.
 - e. Documents grant disbursements.
 - f. Plans special events for fund raising as needed.

Management & Operations

- Monitors and evaluates the effectiveness of service delivery in order to improve the system's responsiveness and ensure client satisfaction.
 - a. Monitors service delivery.
 - b. Measures the outcome in victim satisfaction.
 - c. Improves service delivery through increasing the range and availability of services.
 - d. Prioritize and targets client needs which have not been met.
- Allocates daily work assignments and oversee staff's overall duties and responsibilities to ensure proper service delivery and equitable work distribution.
 - a. Screens police records and assigns cases to advocates on an equitable basis.
 - b. Plans the on call schedule and coverage of the satellite office.
 - c. Assigns and delegates duties such as roll call attendance, court monitoring, staff representation on various task forces.
 - d. Reviews work products and identify any areas for improvement.

Information & Communication

- Establishes and maintains effective working relationships with law enforcement, criminal justice and social service personnel and agencies in order to coordinate and develop an integrated community victim assistance response system.
 - a. Works closely with other agency heads such as the prosecutor, police chief, judges, etc. on developing policy for crime victims.
 - b. Interacts regularly with other personnel to ensure a reciprocal flow of information and ideas for the mutual benefit of the system and victims.
- Plans and participates in regular training programs for criminal justice and community service personnel on victim/witness and related issues to enhance their ability to interact with victims and to recognize victims needs.
 - a. Trains based on nationally recognized standards is presented regularly for new recruits and for all officers during in-services training.
 - b. Trains on victim assistance and associated victim issues such as domestic violence, child abuse and sexual assault is offered to officers in Fort Wayne and other parts of Indiana and to social service agencies in the community, state and nation.
- Recruits, hires, trains, and supervises victim assistance staff to ensure efficient service delivery by qualified, effective personnel.
 - a. Interviews applicants referred by H.R.
 - b. Recommends suitable candidate for hiring.
 - c. Trains new employees in victim assistance theory, policies, and procedures through lectures, on job training, outside training from recognized authorities and through workshops and conferences.
 - d. Supervises the day to day activities of staff.
 - e. Evaluates staff through job reviews.
 - f. Counsels employees when needed.
 - g. Disciplines and terminates staff if necessary.
- Maintains client case load by providing Victim Advocate functions including crisis intervention, needs assessment and referral, contacting and interviewing victims, advocacy throughout the system, case management and proper documentation in order to assist staff and victims.
 - a. Receives cases, contact victims and use appropriate crisis response techniques.
 - b. Gives them accurate information about their rights and options.
 - c. Contacts other system personnel as needed to assist with clients cases.
 - d. Informs clients of all court dates and important case developments.
 - e. Gives information about restitution/compensation.
 - f. Provides support services including witness preparation and court escort.

- Provides 24 hour on call response for crisis intervention needs and act as a consultant to provide technical assistance to staff, police and prosecutor.
 - a. Carries personal police pager at all times.
 - b. Responds as needed.
- Acts as staff liaison to Mayor's Commission on Domestic Violence, Rape and Sexual Harassment and represent Victim Assistance and/or the Police Department on various boards and task forces to make sure agency interests are represented.
 - a. Attends Commission meetings.
 - b. Provides necessary support and information.
 - c. Disseminates information and minutes by mail.
 - d. Manages the Commission finances.
 - e. Chairs, attends, or staffs pertinent group meetings.
 - f. Disseminates information to appropriate personnel.
- Identifies and promotes Legislative measures to enhance and support victim rights and services to ensure these rights through appropriate legislation and gain support for these rights.
 - a. Works with state and national victim assistance contacts and action groups to exchange ideas and information and to produce and influence victim/witness legislation.

MARGINAL DUTIES

- Other duties as assigned.
- Manages the ADT Aware Program which provides alarms for domestic violence victims who are in danger.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Social Services, Criminal Justice, or related field and four (4) years increasingly responsible experience in a victim service agency including at least two years in a supervisory capacity; or equivalent combination of education and experience. A Master's degree is preferred, but not required.

SUPERVISORY RESPONSIBILITIES

Directly supervises ten (10) paid employees and (1) or two (2) interns per semester. Also supervises seven – ten volunteers indirectly. Is responsible for the overall direction, coordination, and evaluation of this unit. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

LANGUAGE SKILLS

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

OTHER SKILLS AND ABILITIES

- Broad knowledge of Victimology and its applications to criminal justice field including crisis theory.

- Ability to conceptualize, organize and implement a project from start to finish.
- Ability to interact effectively with the public, other criminal justice personnel and community service personnel.
- Ability to maintain effective interpersonal relationships with staff.
- Ability to accurately assess staff abilities and supervise others fairly.
- Extensive knowledge of criminal justice system and the policies and procedures of its agencies and other community agencies.
- Ability to interview clients and to assess needs.
- Basic knowledge of financial management, accounting and resource development.
- Ability to work effectively under adverse, stressful or ambiguous situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Indiana Driver's License.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Occasional exposure to potentially dangerous situations because of possible offender confrontations. Occasional exposure to blood and other body fluids.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.