



Manor Police Department

Ryan S. Phipps - Chief of Police

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Job Posting

Position: *Victim Services Specialist*

Salary: **\$39,716**

Effective Requirements for Position (10/24/2017)

The City of Manor Police Department is accepting applications for Victim Services Specialist. This position is a Non-Exempt Full-Time Grant Funded Victim Services Position.

Job Summary:

Provides counseling and support services to clients and assists with problems resulting from victimization. Screens and provides intake services for clients seeking court orders. Refers clients to counseling and other clinical and social service provider resource, coordinate client court appearances and accompanies clients to trial.

Essential Functions:

Essential functions may include, but are not limited to, the following:

- Provides counseling and support services to clients and assists with problems resulting from victimization. Screens and provides intake services for clients seeking court orders.
- Provides information to clients related to crime and/or court case. Answers general questions from the public.
- Assists in gathering evidence requested for court cases. Locates and contacts clients to obtain information related to criminal cases. Processes subpoenas for upcoming court cases, requests medical records, collision reports, and other case-related information.
- Coordinates client court appearances. Escorts clients to the courtroom and provides support while testifying.
- Prepares and maintains statistical records. Records case file information in tracking system.
- Performs administrative duties such as preparing correspondence and processing incoming mail for case files.
- May assist in assessing the psychosocial status of clients and determining the types of counseling, social service provider, and other services indicated. May assist in coordinating referrals and provision of services to clients.
- May serve as liaison with advocacy groups, clinical and other service providers, community outreach services and law enforcement personnel.

- Serve on an on-call rotation requiring work after regular business hours, nights, weekends, and holidays.
- Performs other job-related duties as assigned.

Qualification Requirements:

Knowledge of:

- Policies, practices, and procedures within the criminal justice system.
- Counseling techniques and resources.
- Advocacy groups, clinical and other service providers and community outreach services.
- Procedures for gathering evidence and researching information.
- Principles and procedures of record keeping.
- Computer equipment to include word processing, spreadsheets, databases and a variety of software packages.

Skill in:

- Counseling and providing assistance to clients.
- Coordinating client court appearances.
- Processing court related documents.
- Problem-solving and decision-making.
- Both verbal and written communication.

Ability to:

- Work independently.
- Manage time well and meet timelines.
- Communicate effectively.
- Establish and maintain effective working relationships with departmental clientele, other City employees and officials, community outreach, other organizations, clinical service providers, law enforcement personnel, and the general public.

Minimum Qualifications:

Applicant must have a minimum of:

Bachelor's degree in Social or Behavioral Sciences or a directly related field AND two (2) years experience in counseling/social services or criminal justice work;

OR,

Any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job.

Applicants must meet the requirements of the Texas Commission on Law Enforcement Telecommunicator certification within 6 months of hire.

Licenses, Registrations, Certifications, or Special Requirements:

Valid Texas Driver's License.

Note:

Applicant must perform all of the above duties and responsibility without any bias or prejudice against any person on the basis of race, religion, color, sex, national origin, age, disability, marital status, veteran status, citizenship, genetic information, or any other characteristic protected by law, and the applicant must perform and accomplish any other duties as directed by the Administrative Staff or the Chief of Police.

Applicant Process:

Interested parties shall submit a City of Manor application for employment and a personal history background packet. An eligibility list will then be established to fill positions as they become available at the discretion of the Chief of Police. The eligibility list will be good for 1 year from the closing date of the position posting but may require additional testing or review prior to appointment.

THE CITY OF MANOR POLICE DEPARTMENT IS AN EQUAL OPPORTUNITY EMPLOYER