



## ***Manor Police Department***

*Ryan S. Phipps - Chief of Police*

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### **Job Posting**

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**Position:** *Victim Services Specialist*

**Salary:** **\$40,908**

*Effective Requirements for Position (12/03/2018)*

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

#### **Job Summary:**

Provides crisis intervention, advocacy, and support services to clients and assists with problems resulting from victimization. Assists in assessing the psychosocial status of clients, and in determining the types of counseling, referrals and services indicated and coordinates provision of services to clients. Serves as a liaison in explaining legal issues, terms, and court procedures. Accompanies clients to appointments related to law enforcement investigation, personal safety, protective order applications, and court appearances when appropriate. This classification includes response to crime scenes. This classification may require a flexible work schedule to meet the needs of the department. This classification is a non-exempt position eligible for overtime pay and mileage reimbursement as permitted through grant funding.

#### **Distinguishing Characteristics:**

This is the first in a series of two Victim Specialist-related job classifications within the Victim Services job family. This classification is responsible for providing crisis intervention and support services to clients and assisting with problems resulting from victimization. This classification is distinguished from the higher level (Victim Specialist, Sr) which typically performs advanced duties and may function in a lead capacity. This classification does not function in a lead capacity.

#### **Essential Functions:**

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

- Provides crisis intervention, advocacy, and access to resources to those affected by crime and crisis circumstances.
- Assists clients with exercising constitutional/statutory rights, establishing/maintaining personal safety, Crime Victim Compensation applications, referrals to community agencies, criminal justice education, and emotional support throughout the criminal justice process.

- Provides information to clients related to crime and/or court case, while consulting with agency partners to provide accurate information.
- Accompanies clients to appointments related to law enforcement investigation, personal safety, protective order applications, and court appearances when appropriate.
- 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.
- Answers general questions from the public and performs other job-related duties as assigned.

### **Qualification Requirements:**

#### **Knowledge of:**

- Policies, practices, and procedures within the criminal justice system.
- Crisis intervention techniques and resources.
- Trauma, crisis, and victimology.
- Professional conduct and ethical delivery of services.
- Advocacy groups, clinical and other service providers and community outreach services.
- Procedures for researching information.
- Principles and procedures of record keeping.
- Computer equipment to include word processing, spreadsheets, databases and a variety of software packages.

#### **Skill in:**

- Crisis intervention
- Providing assistance to clients.
- Assessing the psychosocial status of clients.
- Obtaining information from clients and other sources.
- Processing court related documents.
- Problem-solving and decision-making.
- Both verbal and written communication.

#### **Ability to:**

- Communicate effectively.
- Work independently.
- Manage time well and meet timelines.
- Establish and maintain effective working relationships with departmental clientele, other City employees and officials, community agencies, 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.

**Qualifications Preferred; Not Required:**

Spanish Speaking

Master's Degree in Social or Behavioral Sciences or a directly related field.

**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, available at the Police Department. 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**