

MAJOR FUNCTION

This is professional counseling work ensuring that counseling and support services are available to victims of crime 24 hours a day, as required by Florida Statute 960. Incumbents of this position are on call, including week-ends, and are responsible for providing crisis intervention counseling, information/referral, and facilitating the acquisition of other services, as needed by crime victims and their families. Work also involves advocating for victims within the criminal justice system and the local community. Work is performed under the general administrative direction of a sworn Police Department official and requires considerable independent initiative and sound judgment. Work is reviewed through conferences, reports, recommendations, and by results attained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Provides a variety of services to crime victims and their families including, but not limited to, immediate on-scene assistance, crisis intervention, death notification, bereavement support, telephone counseling, information, criminal justice support, emergency financial/legal assistance, transportation, assistance with filing for Crime Victim Compensation, and accessing court related services. Makes service referrals to other community organizations and conducts follow-up, as needed. Serves as liaison between the victim and officers of the Tallahassee Police Department. Actively participates on local taskforces and conducts training for departmental personnel and outside organizations. Facilitates the return of property to victims/survivors. Performs related work as required.

Other Important Job Duties

Maintains 911 cell phone program. Supervises interns and volunteers assigned to program. Maintains active membership in community organizations related to job responsibilities. Performs related duties as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the principles and practices of social work, criminal justice, and victim advocacy. Working knowledge of victims' rights, crisis intervention counseling, community resources, and an understanding of cultural differences. Some knowledge of legal and medical protocols. Ability to communicate effectively, both orally and in writing and maintain accurate records, and prepare statistical reports. Ability to function as a team member and establish and maintain effective work relationships, as necessitated by the work. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to operate a computer and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in sociology social work, psychology, criminology, or a related field and one year of professional experience that includes counseling, social work, law enforcement, rehabilitative services, victim advocacy, crisis intervention services; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of employment.

Applicants should truthfully complete the Criminal History Questions on the City Employment Application. Any omissions, falsifications, misstatements, or misrepresentations of the information provided may disqualify an applicant. The top applicant chosen for this position will be required to

complete and pass a Truth Verification Examination and a pre-employment psychological examination prior to an employment offer being made.

Applicants must pass a psychological examination prior to an employment offer being made.

Established: 09-25-91
Revised: 12-03-02
04-19-04*
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02-01-19