

## **CRIME VICTIM ASSISTANT (SPANISH-SPEAKING)\*\***

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves the responsibility for providing a broad range of supportive services and assistance to witnesses, victims, and their families. The incumbent must possess speaking and reading ability in Spanish as indicated in the note below. The work is performed under the direct supervision of a Senior Criminal Investigator or his/her designee. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides on-going support services to victims and their families;  
Interviews victims and their families, as needed to gather and exchange information, identify needs, in order to determine appropriate referrals and available services including those that pertain to counseling, and/or crisis intervention, etc.;

Acts as a liaison between the victim and their families and the Office of the District Attorney, external victim service agencies, the Department of Social Services and local law enforcement agencies;  
Assists victims in applying for benefits including reimbursement for lost wages, property damage, medical expenses, etc.;

Participates in support group meetings with victims and their families;  
Assists victims in completing and submitting applications (i.e., OVS, victim compensation) and follows up on the status of pending claims;

Arranges appointments (i.e. medical, therapeutic), transportation and other services for victims;  
Accompanies victims and their families to Grand Jury, trial, sentencing and other proceedings by providing support, translating information, etc.;

Maintains a variety of case files and records and enters information and appropriate documentation into a computer system or database;  
Prepares a variety of reports including statistical reports;  
Uses computer applications or other automated systems such as spreadsheets, database software, etc. in performing work assignments;

May serve on the Multi-Disciplinary Team (MDT), attend all MDT meetings and any others, as assigned.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of assistance programs and services available to crime victims; good knowledge of community organizations and government agency services and resources available to crime victims; good knowledge of interviewing principles and practices; working knowledge of legal terminology appropriate to criminal cases; ability to assess the needs of crime victims and make appropriate referrals; ability to prepare reports and maintain case files and records; ability to prepare written material; ability to understand and interpret written material; ability to empathize with the needs and concerns of victims; ability to use computer applications, spreadsheets and database software; ability to communicate effectively, both orally and in writing; ability to maintain cooperative working relationships with others, especially witnesses, crime victims, courtroom and legal personnel, etc.; ability to speak, read and understand colloquial Spanish and to translate into acceptable English.

**MINIMUM QUALIFICATIONS:** An Associate's degree or higher and two (2) years of experience that substantially involved the direct provision of services (e.g., interviewing clients or patients, arranging for services, making referrals, etc.) in a human services setting\*.

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\*Human services shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological, and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special needs children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of the human services provider in interacting with or responding to clients.

**NOTE:** Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Local Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social, and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

**SPECIAL REQUIREMENT:** Possession of a valid driver's license.

\*\*This reflects a retitling of Witness Aide.