

CLASS SPECIFICATION



CLASS: Victim Witness Program Manager
ALLOCATION: Probation
FLSA STATUS: Exempt
UNION AFFILIATION: Non-Represented

ESTABLISHED: February 2010
REVISED: May 2022

JOB SUMMARY:

Under limited direction, plans, organizes, coordinates, administers and manages the County's Program and Victim Services division of the Probation Department in accordance with State mandated guidelines and grant funding requirements; plans, reviews, trains, evaluates and directs the work of assigned staff/team members; engages in providing direct services to victims and their families and juveniles under the supervision of the probation department; develops program guidelines to ensure compliance; provides a broad scope of services to victims, families, and witnesses of violent crimes; performs case work of varying scope and complexity; functions as a proactive and positive member of a multi-disciplinary program management team within the Department; acts as the departmental and County liaison with other County departments, law enforcement agencies, the courts, clients and the public; and performs other duties as assigned.

CLASS CHARACTERISTICS:

Positions in this class have full administrative responsibility for the overall coordination and management of operations in the Program and Victim Services division. The incumbent supervises professional, technical and clerical staff, and manages the administrative and operational aspects of the Program's services to victims of violent crime. Responsibilities include program planning and budgeting, review and evaluation, and the supervision of staff. In addition to program administration and staff supervision, the incumbent is expected to provide direct service and assistance to victims and witnesses in a variety of sensitive and complex cases. This is the first managerial Professional level in the Victim Witness Social Work series.

This position reports directly to the Chief Probation Officer. This class is distinguished from Chief Probation Officer in that the latter has overall management responsibility for the Program and Victim Services unit, all adult and juvenile probation services including the operation of the Bi-County Juvenile Hall facility.

EXAMPLES OF DUTIES:

Essential:

- Interprets departmental policies, state and federal laws, rules, and regulations related to the Program. Develops and implements goals, objectives, policies and work standards for the Program and Victim Services Unit; provides input into and administers the division's budget(s).
- Implements County, departmental and divisional policies, procedures, and service standards and resource needs of assigned staff; ensures adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Completes performance evaluations of subordinate staff; evaluates staff job performance and conformance to regulations; provides direction, encouragement, and praise through regular feedback sessions; discusses job performance problems with staff in order to identify causes and issues, and to work on resolving problems; recommends discipline and implements discipline procedures as needed/directed.
- Plans, organizes, directs and manages the activities and staff of the Program and Victim Services division including application, claims processing, advocacy, and witness coordination functions; provides information and assistance within the criminal justice system.
- Researches and develops program alternatives; ensures that programs are meeting the departmental mission; locates and applies for sources of program funding, and prepares grant applications and reports, coordinates with service deliverers and other community resources; manages grant activities and provides preliminary budget development information; designs and implements program procedures and manuals.
- Establishes and maintains community and law enforcement liaisons; acts as liaison with local agencies and with the State, and attends State and local meetings; represents the Program in presentations to the public, media, and other interested groups; develops and implements community education and informational program activities.
- Keeps the Chief Probation Officer informed about Program issues and activities; stays informed of new

legislation, regulations, and criminal justice issues that affect Program activities; evaluates their effect upon program activities and recommends appropriate policy and procedure modifications.

- Performs the full range of professional work of Clinical Social Workers, including handling the most complex and sensitive victim witness services cases.
- Assists with defining, designing, implementing, and evaluating staff training and development programs, customer service initiatives and performance measurement criteria; provides or coordinates staff training; trains and instructs staff in job duties and County, departmental, and divisional policies, or arranges for training to be provided; provides guidance to support professional development of staff; participates in the selection of staff including, conducting interviews and making staffing recommendations.
- Directs the planning of work, setting of schedules and development of controls to ensure that short and long-range goals of the department are accomplished.
- Coordinates functions and activities within the assigned area with the Courts; ensures that documents submitted are thorough and accurate and represents the department in court to observe and/or testify as required; confers with judges regarding specific case details.
- Acts as the program and County representative with other departments, community organizations, law enforcement agencies, health services agencies, funding sources, schools, business organizations, clients and the public.
- Manages and executes the delivery of supportive services to victims and witnesses, including crisis intervention, referral and follow-ups to community service agencies.
- Works with State agencies concerning issues related to victim services, funding and related issues.
- Documents and submits victim compensation claims in accordance with State Board of Control guidelines.
- Obtains and evaluates departmental statistics.
- May compile and analyze all data for use in the preparation of the department operational and supplemental budgets; monitor annual budgets and prepares adjustments as required; resolve budgetary problems.
- Maintains or directs the maintenance of accurate records and files; ensures the security of confidential records.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Prepares a variety of correspondence, reports, policies, procedures, program documentation and other written materials.
- Drives a personal or County vehicle to attend meetings, court sessions, interview individuals and to visit case sites.

EMPLOYMENT STANDARDS:

Knowledge of:

- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Principles and practices of employee supervision, including selection, work planning and organization, performance review and evaluation and employee training and discipline.
- Principles and practices of budget development and administration and rules of grant funding.
- Principles and practices of clinical social work; case management, client intervention, assessment and treatment plan development; techniques of counseling in individual and group settings.
- Principles and practices of victim/witness services and crisis intervention techniques.
- Goals and objectives of public social services, probation and victim services.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation.
- Principles, practices and philosophy of law enforcement, particularly as related to the field of adult and juvenile probation.
- Principles and practices of legal and social service research and investigation.
- Judicial procedures and rules of evidence.
- Community resources providing social services, health services, nutrition, housing, education and other necessary client services.
- Applicable laws, regulations and rules.
- Computer applications related to the work.

- Techniques for understanding and effectively communicating with individuals of various cultures and socio-economic groups, occasionally where relations may be strained or difficult.

Skill in:

- Planning, monitoring and evaluating goals and objectives and service delivery and effectiveness in the Victim Witness Program.
- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Leadership, skills training, and delegating tasks and authority.
- Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Monitoring and assessing the performance of one's self, other individuals, or processes to make improvements or take corrective action.
- Planning, assigning, organizing, supervising, reviewing and evaluating the work of staff.
- Training others in policies and procedures related to the work.
- Identifying programmatic and operational problems, investigating and evaluating alternatives and implementing effective solutions.
- Obtaining and documenting pertinent social and personal information for assessment and case planning; providing effective short-term intervention; developing effective treatment plans.
- Interpreting, applying and explaining applicable laws, codes and regulations.
- Maintaining accurate records and files.
- Developing, maintaining and preparing clear and concise reports, statistics, records, correspondence and other written materials using correct grammar, spelling and syntax.
- Using initiative and independent judgment within general policy guidelines.
- Reading and comprehending complex written materials, including legal documents, psychological evaluations, and other technical reports.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, occasionally in difficult situations.

Ability to:

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Take sound independent action in emergency or crisis situations.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Maintain composure in pressure situations and work under the pressure of changing deadlines and workloads.
- Perform calmly, purposefully and appropriately in emergency and stressful situations.
- Independently conduct effective individual and group counseling sessions.
- Develop skill in interviewing, case recording, and interpretation and combine pieces of information to form general rules or conclusions in developing clients' service plans.
- Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Relate to people in times of stress and to persons of varying social and economic backgrounds.
- Observe the rules of confidentiality.
- Speak clearly and effectively in court and in other public sessions.
- Organizing own work, managing multiple projects and meeting critical deadlines.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Frequently use a computer keyboard and mouse; regularly twist, bend and reach various office equipment; intermittently walk, stand, stoop, lift or carry items weighing up to 40 pounds.

- Mobility to regularly drive a motor vehicle in order to attend meetings and visit clients.
- Physical and psychological characteristics to meet and maintain appropriate State standards.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Typically an office environment or courtroom setting.
- Work with difficult and/or potentially dangerous clientele.
- Potential exposure to contagious or infectious diseases or hazardous substances and chemicals.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- Must maintain a valid First Aid and CPR certificate.

Special Requirements:

- Attend meetings outside of normal working hours.
- Work on call and respond to emergency situations during weekends, holidays and other off-hours shifts.
- Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- May be required to file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

Minimum: Master's degree from an accredited college or university in social work, counseling or a related field **AND** four (4) years of progressively related professional level family and child counseling in a social work or psychological setting which includes at least one (1) year of experience equivalent to the County's class series of Social Worker IV or Clinical Social Worker II.

PREFERRED: In addition to the minimum, possess valid active California Licensure as a Clinical Social Worker **OR** a Marriage, Family Therapist **OR** a registered Psychological Assistant with the California Board of Behavioral Sciences*, **OR** direct experience in the field of Victim's Rights, Probation and/or Social Services Agency and progressively responsible experience involving program planning, grant writing, administration in a social service advocacy/casework program, probation, criminal justice, or victim/witness assistance programs.

*The responsibility may vary depending on the qualifications of the incumbent. Professional clinical counseling and crisis mitigation would be limited by appropriate protocols for the Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT) and Psychological Assistant. It is intended that incumbents possessing the LCSW, MFT and Psychological Assistant will perform the full range of professional clinical duties; the LCSW and MFT can assume responsibility for providing supervision to Associate Clinical Social Workers and MFT Interns working toward a license as a Clinical Social Worker.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

Human Resources Approval:
Date:

Signature: _____

Signature: _____

EEOC: A
WC: 9410

Established: February 2010
Revised: May 2022