VICTIM/WITNESS CASE MANAGER

FUNCTION OF THE JOB

Under supervision, to perform professional work involving counseling, providing support, guidance, advocacy, and assistance to crime victims and witnesses; ensures the provision of their rights as mandated by state statute; performs other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Receives referrals of and makes initial contact with crime victims and witnesses who require immediate services and support, crisis response, social service referrals, emergency resources and/or advocacy in a trauma-informed manner.
2. Conducts assessment to determine client needs through interviews, collateral contacts, and other investigative methods; develops a casework plan with clients to include safety planning, criminal justice system information and intervention, and emotional and financial needs.
3. Informs clients of rights and services available to them; encourages and coordinates their participation in the criminal justice system.
4. Counsels victims and witnesses, informs clients of available programs and services to meet their individual needs, and encourages participation in the most appropriate activities; coordinates various social, community, and mental health services received by the clients.
5. Provides direct services to victims and witnesses of crimes through crisis counseling, safety planning, criminal justice system information and notification, referral to outside agencies, preparation for testifying in court, assistance with victim impact statements and restitution, and personal advocacy.
6. Provides crisis counseling and debriefing to victims and witnesses of crimes at the scene of the crime, hospitals, and other locations; accompanies or transports victim to hospital, The Women's Center of Waukesha, police departments, or other locations as needed.
7. Assists client with immediate protection services such as restraining orders, law enforcement assistance and patrols, well-being checks, and safety plans.
8. Facilitates the enrollment of clients in appropriate programs such as shelter care, inmate release notification, Crime Victim Compensation, and Department of Corrections notification systems.
9. Initiates and maintains contacts with the courts, Department of Corrections, law enforcement, The Women's Center of Waukesha, Department of Health and Human Services, mental health, and other community agencies to assist victims and witnesses of crimes.
10. Makes recommendations to prosecutor regarding charging decisions, bail conditions, and other pertinent information to enable prosecutor to make appropriate charging decisions and recommendations to the court for the best outcome for victims and the community.
11. Monitors offender participation and compliance with court-mandated services through interviews with clients and agency reports; informs prosecutor and courts of non-compliance, new violations, and other relevant information about the offender for the safety and security of the victim.
12. Provides community education on victimization and available resources and services for crime victims and witnesses; promotes awareness of crime victimization.
13. Establishes and maintains effective working relationships with victims, witnesses, law enforcement, service providers, court officials, attorneys, community agencies, criminal justice system organizations, staff, volunteers, and the public.
14. Maintains detailed case records in compliance with agency, state, and federal requirements; develops and prepares statistical reports as required.
15. Attends and participates in staff programs, including training, staff meetings, and professional seminars.
16. May plan and organize outreach events and initiatives.
17. May assist with the management and reporting of varied grants.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

18. May participate in hiring, onboarding, training, staff development, case review, and peer support.
19. Maintains prompt, predictable, and regular attendance.
20. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of the role and scope of the County's Victim/Witness Program, and the criminal justice system.
2. Considerable knowledge of the state statute requirements for the victim/witness program under Chapters 949 and 950.
3. Considerable knowledge of case management principles and methods.
4. Considerable knowledge of crime victimization, trauma response and principles of trauma informed care.
5. Considerable knowledge of factors involved in victimization by domestic violence, sensitive crimes, and other crimes against person and property.
6. Considerable knowledge of community resources and social service programs.
7. Working knowledge of computerized department program software, internet access, and database, spreadsheet and word processing programs.
8. Working knowledge of grant management and reporting.
9. Ability to provide effective crisis intervention, social work, and counseling to victims and witnesses of crime.
10. Ability to analyze situations and resolve conflicts and problems.
11. Ability to communicate effectively, verbally and in writing, with law enforcement agencies, court and government officials, attorneys, victims and witnesses of crimes, staff and the public.
12. Ability to deal with people in difficult, sensitive, and crisis situations, and exercise discretion and diplomacy.
13. Ability to plan, implement, and manage community outreach events and meetings.
14. Ability to establish and maintain effective working relationships with victims, witnesses, law enforcement, service providers, court officials, attorneys, community agencies, criminal justice system organizations, staff, volunteers, and the public.
15. Ability to utilize word processing, database, and spreadsheet programs.
16. Ability to plan and organize work effectively.
17. Ability to multitask and adapt quickly to changing priorities.
18. Ability to prepare, present, and maintain detailed, accurate records and reports.
19. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. A bachelor's degree from a recognized college or university in social work, counseling, psychology, sociology, or a closely related field.
2. One (1) year of work experience in the field of victim witness, social work, psychology, counseling, or a closely related field.
3. Master's degree in social work, counseling, or a related field, from a recognized college or university may substitute the work experience.