AGENDA

1. Call to Order / Flag Salute / Roll Call

2. Public Comment Period
   Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. Minutes
   The following draft minutes are submitted for approval:
   a. October 28, 2020

4. Request to Approve Revised Job Specification(s):
   a. Victim Witness Coordinator Aide I-II
   b. Senior Victim Witness Coordinator

5. Request to Approve New Job Specification(s):
   a. Witness Coordinator

6. Reports
   Commission President
   Commission Counsel
   Commission Outside Counsel
   Commission Secretary

7. Public Comment on Closed Session Item
   Members of the public wishing to address the Civil Service Commission on Closed Session matters agendized here may do so when recognized by the President. Presentations are limited to three minutes per individual.

8. Closed Session: CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION (Government Code Section 54956.9(a)) – Formally initiated: Luther v. County of San Luis Obispo Civil Service Commission, San Luis Obispo Superior Court Case Number 19CV-0713.
9. Closed Session: CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION (Government Code Section 54956.9(a)) – Formally initiated: *Luther v. County of San Luis Obispo Civil Service Commission*, San Luis Obispo Superior Court Case Number 20CV-0524.


11. Adjournment
Civil Service Commission

Regular Session Meeting
Wednesday October 28, 2020
3433 S. Higuera St., Room 101, San Luis Obispo, CA 93401

Present:
President Bergman, Vice President Nix, Commissioner Nicholson and Commissioner Baltodano

Staff:
Commission Secretary Tami Douglas-Schatz
Commission Clerk Rosa Reyes

County Counsel:
Nina Negranti, Assistant County Counsel

Outside Counsel:
Steve Simas, Attorney

1. Call to Order/Flag Salute/Roll Call

President Bergman called the meeting to order and led the flag salute. Roll was called. Commissioner Ohannesian was absent. Commissioner Nicholson was absent during roll call but arrived later at approximately 9:04 a.m.

2. Public Comment Period

President Bergman asked if there were any members of the public wishing to address the Commission on matters not on the agenda. Seeing none, he moved to the next item on the agenda.

3. Minutes

The minutes from July 13, 2020 and July 14, 2020 were considered together. The August 26, 2020 minutes were considered separately. Commissioner Baltodano reported she was not at the meetings on July 13, 2020 and July 14, 2020 and subsequently unable to vote on them. There was not a quorum of commissioners to vote on the minutes due to Commissioner Ohannesian and Nicholson being absent. President Bergman was not present at the August 26, 2020 meeting and moved to item 4 on the agenda for the previously stated reason.
Civil Service Commission

Commissioner Nicholson arrived and President Bergman moved the meeting back to item 3 (Minutes) after item 4 was concluded.

- **July 13, 2020 and July 14, 2020:** There were no modifications or amendments to these minutes. Vice President Nix made a motion to approve the minutes as written and Commissioner Nicholson seconded the motion. Commissioner Baltodano abstained. Motion carried 3-0-2.

- **August 26, 2020:** There were no modifications or amendments to these minutes. Commissioner Baltodano made a motion to approve the minutes as written and Commissioner Nicholson seconded the motion. President Bergman abstained. Motion carried 3-0-2.

4. **Request to Reschedule November 18, 2020 Civil Service Commission Regular Meeting to Thursday, November 19, 2020.**

President Bergman inquired why there was a request to reschedule the Regular Meeting from November 18, 2020 to November 19, 2020. Commission Clerk, Rosa Reyes reported this was requested in order to have a Special Hearing on November 19 and November 20. Commissioner Baltodano and Steve Simas, Commission outside counsel provided additional information. President Bergman clarified that the Commission would not be in attendance on November 18th and inquired if any formal action was needed. Nina Negranti, Assistant County Counsel confirmed no formal action was needed.

5. **Request to Approve CSC Regular Meeting Schedule for 2021**

Vice President Nix moved to approve the 2021 Civil Service Commission meeting schedule and Commissioner Baltodano seconded the motion. Motion carried 4-0-1.

6. **Receive and File: Annual Report Fiscal Year 19/20**

Wendy Lin, Human Resources Analyst presented highlights from Fiscal Year 19/20. In March 2020 there were significant changes in the way the County approached and responded to recruitments and appeals and grievance in response to the pandemic. Recruitments decreased 18%, but the number of total hires only decreased 2%. The results from the Census taken this year are not in; therefore, we continue to use the 2010 data. The County has seen a slight increase in diversity and is hoping to continue this trend. This was highlighted in the Equal Employment Opportunity section of the report.
Civil Service Commission

Vice President Nix made a motion to Receive and File the Annual report and Commissioner Baltodano seconded the motion. Motion carried 4-0-1.

7. Request to Approve New Job Specification(s):
   a. Public Information Specialist

Teresa McCarthy White, Human Resources Analyst presented this job specification. The purpose of this class is to perform professional level communications, crisis management, media relation duties, advise and assist County management with public information activities and manage county information sources. There are current incumbents who are classified in a variety of classifications whose primary responsibility is to serve as a spoke person or coordinate communications on behalf of their department program or the county. There is a need for an entry level class, journey level and advanced journey level to accommodate the various levels that the current incumbents are working at, as well as create flexibility for the future. This proposed job specification series would help attract the best qualified candidates by accurately portraying the classification duties and requirements.

Ms. Douglas-Schatz introduced Guy Savage, Assistant County Administrator who was appearing at the meeting via Zoom. Mr. Savage spoke of his support for the specification as written. President Bergman reported the Commission was working off two different set of documents and identified these documents as documents that were sent to the Commission and the documents that were provided to them at the meeting. Ms. McCarthy White clarified that the documents provided to the Commission at the meeting included edits that were made after the original documents had been sent to the Commissioners. The Commissioners asked clarifying questions regarding duties, characteristics of the different levels in the series, supervisory oversight for this classification and current need for this classification. It was confirmed that identified incumbents would be reclassified into the appropriate level in the job specification. Ms. McCarthy White, Ms. Douglas-Schatz and Mr. Savage provided clarification, answered questions, and spoke to the need in the county for this specification.

*At 37.13 minutes into the meeting there was a computer glitch. A break was taken and President Bergman brought the meeting back on the record after the matter was resolved. Discussion regarding this item was resumed after the matter was resolved. *

Mark Zeltman, Principal Human Resources Analyst also answered questions regarding Supervisory oversight of the incumbents due to being assigned to different departments. Additionally, there was discussion regarding the levels within the series and the need for flexibility to have a level I series. The identified incumbents currently performing the roles of the job specification would be reclassified into the level II and III of the series.
Civil Service Commission

The Commission proposed revisions to the specification including grammatical corrections and removing a sentence that was redundant in the Distinguishing Characteristics Public Information Specialist II section. It was also proposed that additional wording be included in the Education and Experience section to reflect that job-related experience may substitute for the education requirement on a year-for-year basis.

Vice President Nix made a motion to approve as amended and Commissioner Nicholson seconded the motion. Motion carried 4-0-1.

8. Reports

President Bergman inquired about the Rule Changes and asked that this be moved forward. Commission Counsel and Commission outside counsel had nothing to report. Ms. Douglas-Schatz inquired about the safety protocols and guidelines. The Commissioners were in support of the safety protocols put in place. Commissioner Baltodano expressed her concerns regarding meeting in person.

Mr. Zeltmann discussed county guidelines and compliance. Alternatives to meeting in person were discussed. The commission agrees with stakeholders for Regular Meetings appearing via Zoom.

9. Public Comment on Closed Session Item

President Bergman asked if there any members of the public wishing to address the Commission on the Closed Session items on the agenda. Seeing none he moved to closed session.


President Bergman brought the meeting back into Open Session. He advised they have given direction to their counsel and there is no reportable action.

11. Closed Session: CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION (Government Code Section 54956.9(a)) – Formally initiated: Luther v. County of San Luis Obispo Civil Service Commission, San Luis Obispo Superior Court Case Number 19CV-0713.

12. Closed Session: CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION (Government Code Section 54956.9(a)) – Formally initiated: Luther v. County of San Luis Obispo Civil
13. Adjournment

President Bergman adjourned the meeting.

* Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.
TO: Civil Service Commission
DATE: November 19, 2020
FROM: Teresa McCarthy White, Human Resources Analyst
SUBJECT: Revised Class Classification: Victim Witness Coordinator Aide-I-II

Senior Victim Witness Coordinator
New Classification: Witness Coordinator
Department: District Attorney
Appointing Authority: Dan Dow, District Attorney

RECOMMENDATION

It is recommended that the Commission approve the revisions to the Victim Witness Coordinator Aide-I-II and Supervising Victim Witness Coordinator classifications as proposed, including specification updates and title changes from Victim Witness Coordinator Aide-I-II to Victim Advocate I-II-III and Senior Victim Witness Coordinator to Victim Witness Supervisor. In addition, it is recommended the Commission approve the new proposed specification, Witness Coordinator.

BACKGROUND

The Victim Witness division of the District Attorney’s office works to reduce the trauma, frustration, and inconvenience experienced by victims, witnesses, and family members affected by crime. They do this by providing a wide variety of services to victims of crime and their families, in addition to supporting victims and witnesses throughout the criminal justice process. They inform victims of their constitutional and statutory rights under California law,
and how to exercise those rights. Through close partnerships with law enforcement and other community agencies and groups, they reach thousands of new victims and witnesses each year. The primary functions of the division are provided through the work performed by staff in the Victim Witness Coordinator Aide-I-II and Senior Victim Witness Coordinator under the direction of the Division Manager.

**DISCUSSION**

**Victim Advocate I-II-III**

The Victim Witness Coordinator Aide-I-II specification was created in 1978 and was last updated in 1998. The proposed specification is revised to update the job title, job duties, and employment standards.

A significant revision is the description of the duties to include an assignment that focuses on claims administration. Claims assignments are distinguished by their focus on processing compensation claims for victims of crime for reimbursement of crime related injuries. Duties include the determination and evaluation of financial impacts of crime victims, determination and calculation of benefits eligibility, and recommendations of eligibility or denial of claims.

Another important revision is the elimination of the duties relating to witnesses of crimes. The Victim Witness Division is partially funded by a Victims of Crime Act (VOCA) grant from California Office of Emergency Services (Cal OES) and per the program guidelines, VOCA funds cannot be used for witness notification.

With the addition of the flexible minimum qualification language, the revised qualifications will allow for more flexibility for employees to transfer between similar positions in different departments and bring the classification in line with our comparator agencies.
Finally, it is proposed that the title be changed from Victim Witness Coordinator Aide I-II to Victim Advocate I-II-III to be consistent with other agencies and County standards.

**Victim Witness Supervisor**

The specification was created in 1989 was last updated in 1998. The proposed specification includes numerous revisions to bring the job duties and employment standards up to date. Notably, the supervisory duties have been updated and clarified. It is also proposed that the title be changed from Senior Victim Witness Coordinator to Victim Witness Supervisor to be consistent with other agencies and County standards.

**Witness Coordinator**

With the removal of the witness duties from the Victim Advocate series, it is proposed that a new Witness Coordinator to encompass those witness related duties removed from the Victim Advocate classification, including providing assistance to witnesses, issuing subpoenas, and coordinating travel arrangements for the witnesses.

**RESULT**

The proposed specifications accurately describe the classifications’ duties and employment standards, and are consistent with current format, terminology, and titling standards. These improvements will serve to accurately describe the classifications to potential applicants and current employees and will be used as a basis for classification, compensation, and performance management.

**OTHER AGENCY INVOLVEMENT**

The District Attorney and SLOCEA were involved in the revisions of these specifications and concur with the specifications as proposed.
Attachments:

3. Proposed Specification for Victim Services Advocate
5. Proposed Specification for Victim Witness Supervisor- Redline
6. Proposed Specification for Victim Witness Supervisor
7. Proposed Specification for Witness Coordinator- Redlined
8. Proposed Specification for Witness Coordinator
9. Proposed Organizational Chart
VICTIM/WITNESS ASSISTANCE COORDINATOR AIDE, I & II

DEFINITION:
Classes in this series provide comprehensive assistance to victims and witnesses of crime, including information, support, referral and advocacy services; and do other related work as required.

TYPICAL TASKS (All levels):
Contacts victims to assess needs, providing information, support and referrals for medical, psychological, legal, financial, shelter and employment services; provides crisis and short-term counseling for victims, their families and witnesses before and during the court process; provides assistance for crisis calls by assessing the situation and making appropriate referrals; coordinates witness appearances and provides transportation, accommodations and court support as needed; confers with attorneys and law enforcement agencies on issues affecting victims and witnesses; prepares and submits victim compensation claims to the State Board of Control to reimburse victims for medical expenses and wage loss; prepares Victim Impact reports for the court to assist victims seeking restitution; provides criminal justice system orientation for victims and witnesses; intervenes on victim's behalf with landlords, creditors or employers; prepares and processes property release forms and assists victims in recovering personal property held in evidence.

DISTINGUISHING CHARACTERISTICS:
Factors affecting position allocation include level and complexity of work, independence of action and decision making, supervision received and exercised.

Victim/Witness Assistance Coordinator Aide: This is a paraprofessional entry level position. Incumbents, under supervision, perform witness coordination duties and assist victims of property crime by providing information, support and referrals to facilitate appropriate restitution.

Victim/Witness Assistance Coordinator I: Incumbents, under general supervision, provide a wide variety of assistance to victims of crime; do other work as required.

Victim/Witness Assistance Coordinator II: Advanced journeyworker/leadworker level. Incumbents, under direction, provide professional victim/witness assistance services in all program areas; assist in training and supervising victim/witness coordinator staff; promote the program by speaking before and participating in community agencies; supervise interns and volunteers assigned to the program; may act as Victim/Witness Assistance Supervisor in his/her absence.

EMPLOYMENT STANDARDS:

Knowledge of:
Victim/Witness Assistance Coordinator Aide: Characteristics of human behavior; criminal justice system; interviewing techniques.

Victim/Witness Assistance Coordinator I: Interviewing and counseling techniques; principles, methods and techniques of investigation; community resource agencies both public and private; principles of individual and group behavior.

Victim/Witness Assistance Coordinator II: The above, in addition, Victim/Witness case management; Municipal and Superior Court procedures; criminal law pertaining to cases in the jurisdiction of the District Attorney.
**Ability to:**

**Victim/Witness Assistance Coordinator Aide:** Learn and apply legal procedures; work effectively with members of the criminal justice system and community agencies; analyze and prioritize workload; communicate effectively; prepare oral and written reports clearly and concisely.

**Victim/Witness Assistance Coordinator I:** Obtain information through interview and observation; work constructively within a community setting and effectively use appropriate resources and services; apply existing laws and regulations to the benefit of victims of crimes; present oral and written reports concisely and clearly; analyze a case accurately and adopt an effective course of action.

**Victim/Witness Assistance Coordinator II:** The above, in addition, undertake the most difficult and complex cases; assist in planning, assigning and supervising the work of others.

**EDUCATION/EXPERIENCE:**

**Victim/Witness Assistance Coordinator Aide:** Either A: Completion of two years of college level coursework which include at least 24 semester units of the behavioral sciences or criminal justice field. Or B: Two years of public contact experience within the criminal justice or social service system involving explaining services, programs or processes.

**Victim/Witness Assistance Coordinator I, II and Supervisor:** Graduation from an accredited institution with a bachelor's degree in the social or behavioral sciences is required. Job-related experience involving the provision of social services, counseling or assistance in a victims’ assistance, social services or related setting may be substituted for the required education on a year-for-year basis.

In addition to the above:

**Victim/Witness Assistance Coordinator I:** One year of public contact experience which has included the utilization of community resource agencies is required. (A relevant post graduate degree may substitute for the required experience.)

**Victim/Witness Assistance Coordinator II:** Either A: One year of experience as a Victim/Witness Assistance Coordinator I Or B: Two years of experience within Criminal Justice or Social Services systems interviewing, counseling and referring client contacts to other community resource agencies. Positions such as Social Workers, Therapists, counselors, probation officers and law enforcement officers are examples of acceptable experience. Eligibility Worker and other para- and non-professional experience will not be acceptable at this level.

**Special Sub-Class recruitment:**
Recruitment or certification may be conducted at a sub-class level depending on the program specialty or particular skills required by the District Attorney.

**OTHER CONDITIONS OF EMPLOYMENT:**

**Character:** Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities.
in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 02-22-78
Revised: 04-29-98

*Victim Witness Assistance Supervisor deleted 5/25/05 by Civil Service Commission.
HUMAN RESOURCES

County of San Luis Obispo County

VICTIM/WITNESS ASSISTANCE COORDINATOR-AIDE, I & II ADVOCATE I, II, III
(Class Series)

DEFINITION:
Classes in this series provide comprehensive assistance to victims and witnesses of crime, including information, support, referral and advocacy, and claims services; and do other related work as required. Positions within this classification are assigned to either Advocate or Claims assignments.

DISTINGUISHING CHARACTERISTICS:
Advocate Assignment - This assignment is distinguished by its responsibility for ensuring the delivery of a comprehensive range of intervention and support services to victims of crime.

Claims Assignment - This assignment is distinguished by its responsibility for processing compensation claims for victims of crime for reimbursement of crime-related injuries.

Factors affecting position allocation by level include complexity of work, independence of action and decision making, and supervision received and exercised.

The Victim Advocate I is the entry-level of this paraprofessional class series. Incumbents, under supervision, assist victims of crime by providing information, support, referrals, and claims services to facilitate appropriate restitution.

The Victim Advocate II is the journey worker level of the class series. Incumbents, under direction, perform the full scope of the duties independently.

The Victim Advocate III is the advanced journey-level class in the series. Under direction, serves as a technical subject matter expert for Victim Services Specialist Advocate I and II and other staff.
independently performs and leads the most complex and specialized assignments and projects, and has considerable latitude for independent judgment and action. Incumbents may assist in the development and implementation of policies and procedures, and/or lead, train, coach, and review the work of Victim Advocate I and II.

**REPRESENTATIVE DUTIES:**

**TYPICAL TASKS**

(Not in order of importance)

**Advocate Assignment (All levels):**

**Victim outreach - needs assessment, referrals, support, and orientation**

- Contacts victims to assess their needs, providing appropriate information, support, and referrals for victims, including medical, psychological, funeral/burial, legal, financial, shelter and employment, and other services according to their assessment; makes home visits as required.
- Provides criminal justice system orientation and witness stand support for victims.
- Provides crisis and short-term counseling for victims, their families, and witnesses before and during the court process.
- Provides assistance for crisis calls by assessing the situation and making appropriate referrals.
- Provides criminal justice system orientation for victims and witnesses.
- Intervenes on victim's behalf with media, landlords, creditors, or employers.
- Assists victims with locating, completing, and submitting required documents, including but not limited to appeals forms, protective orders, and visas. Prepares and processes property release forms and assists victims in recovering personal property held in evidence.

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- Provides or coordinates verbal and written translation for victims. (verbal and written?)
- Staffs booths at community events and Victims' Rights Awareness Month activities.

**Coordination/collaboration**

- Coordinates witness-victim appearances and provides transportation, travel arrangements, accommodations, and court support as needed.
• Confers with attorneys and law enforcement agencies on issues affecting victims and witnesses.

• Liaises between victims and Deputy District Attorneys on inquires extent of injuries; receives and relays medical updates; updates court log; provides courtroom assistance.

Administrative aspects of case management

• Annotates files; provides case status updates; confers pleas; executes required notifications related but not limited to case filings, rejection decisions and Marsy's Law requirements.

• Provides crisis and short term counseling for victims, their families and witnesses before and during the court process.

• Coordinates witness appearances and provides transportation, accommodations and court support as needed.

• Confers with attorneys and law enforcement agencies on issues affecting victims and witnesses.

• Prepares and submits victim compensation claims to the State Board of Control to reimburse victims for medical expenses and wage loss.

• Assist Victims with their Victim Impact statements and assists victims seeking restitution and including assisting with filling out their Restitution Request Form.

• Prepares Victim Impact reports for the court to assist victims seeking restitution.

• Provides criminal justice system orientation for victims and witnesses.

• Intervenes on victim's behalf with landlords, creditors or employers.

• Prepares and processes property release forms and assists victims in recovering personal property held in evidence. Maintains required victim advocacy knowledge and expertise; attends required training.

Claims Assignment (All levels):

• Interprets and explains designated program regulations, obligations, procedures, and other pertinent information on an individual basis, in person or by telephone, to applicants and participants.

• Determines the nature and extent of injuries/losses that are related to the crime and evaluates financial impact to a claimant.
• Reviews and verifies information from a variety of sources to calculate the amount of benefit available to a claimant.
• Compares diagnoses and treatments provided and verifies compatibility with the nature of the injury.
• Prepares written summaries and recommendations of eligibility and/or denial of claims based on the available information and policies, procedures, and statutes.
• Explains processes and guidelines to applicants to ensure that they are given accurate and timely information regarding the status of pending claims.
• Collaborates with the fellow advocacy team related to Advocates on pending cases, and corresponding claims and denials, and additional information required to support the applications.
• Receives, reviews and processes a diverse range of documents relevant to a specific case: documents include, but are not limited to, crime reports, medical reports, court records, and other documentation needed to establish the victim's eligibility to receive compensation through the California Victim Compensation Board.
• Determines client eligibility in accordance with State government program regulations for initial and/or ongoing assistance through the California Victim Compensation Board.
• Verifies client information for accuracy, completeness, and consistency; reviews law enforcement reports, medical reports, and other documentation submitted for accuracy, completeness, and compliance with program rules and regulations in order to substantiate client eligibility and losses; reviews and verifies documentation submitted regarding loss of wages.
• Completes forms and submits documentation with recommendations to the appropriate governmental agency for payment.
• Within established authority, processes and pays bills by conducting a review and verification of the expense and any supporting documentation.

**Duties Common to Advocate and Claims Assignments (All levels):**
• Serves as a liaison to, and coordinates services with, internal staff and external agencies or organizations including, but not limited to, law enforcement, court systems, medical providers, community-based partners providing needed services, landlords, employers, and other entities.
• Communicates and collaborates with other departments and agencies as required, including committees, task forces, and other work teams; attends interdepartmental meetings.

• Arranges and supports meetings

• Prepares and maintains a variety of records, correspondence, and reports, case records, program information, and related reports per contract.

• Performs various administrative tasks such as receiving telephone calls, processing forms, entering data into specialized computer systems, and maintaining appropriate files and records.

• Makes presentations and conducts trainings for the public, and community partners, and providers.

• Performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS:
Factors affecting position allocation include level and complexity of work, independence of action and decision making, supervision received and exercised.

Victim/Witness Assistance Coordinator Aide: This is a paraprofessional entry level position. Incumbents, under supervision, perform witness coordination duties and assist victims of property crime by providing information, support and referrals to facilitate appropriate restitution.

Victim/Witness Assistance Coordinator I: Incumbents, under general supervision, provide a wide variety of assistance to victims of crime; do other work as required.

Victim/Witness Assistance Coordinator II: Advanced journeyworker/leadworker level. Incumbents, under direction, provide professional victim/witness assistance services in all program areas; assist in training and supervising victim/witness coordinator staff; promote the program by speaking before and participating in community agencies; supervise interns and volunteers assigned to the program; may act as Victim/Witness Assistance Supervisor in his/her absence.

EMPLOYMENT STANDARDS:
**Knowledge of:**

**Victim Advocate / Witness Assistance Coordinator Aide Advocate I:**
- Principles of individual and group behavior
- Characteristics of human behavior
  - Criminal justice system
- Interviewing techniques

**Victim/Witness Assistance Coordinator Advocate II:**
*In addition to the above:*
- Counseling techniques
- Investigation techniques
- Principles, methods, and techniques of investigation
- Criminal justice system
- Community resource agencies both public and private
- Insurance contracts, legal requirements, and insurance regulations to resolve claims
- State policies and statutory revisions governing the claims verification process
- General medical terminology of claims
- Principles of individual and group behavior

**Victim/Witness Assistance Coordinator Advocate III:**
*In addition to the above:*
- Victim/Witness case management
- Municipal and Superior Court procedures
- Criminal law pertaining to cases in the jurisdiction of the District Attorney

**Ability to:**

**Victim/Witness Assistance Coordinator Aide- Advocate I:**
- Learn and apply legal procedures;
• Work effectively with members of the criminal justice system and community agencies;
• Work well under pressure
• Analyze Evaluate and prioritize workload;
• Communicate effectively verbally and in writing;
• Prepare oral and written reports clearly and concisely.
• Obtain information through interview and observation
• Work constructively within a community setting and effectively use appropriate resources and services

Victim Advocate II:
In addition to the above:
• Apply existing laws and regulations to the benefit of victims of crimes
• Analyze a case accurately and adopt an effective course of action

Victim Advocate III:
In addition to the above:
• Undertake the most difficult and complex cases
• Assist in planning, assigning, and leading, training, coaching, and reviewing supervising the work of others

Victim/Witness Assistance Coordinator Advocate II: Obtain information through interview and observation; work constructively within a community setting and effectively use appropriate resources and services; apply existing laws and regulations to the benefit of victims of crimes; present oral and written reports concisely and clearly; analyze a case accurately and adopt an effective course of action.

Victim/Witness Assistance Coordinator Advocate III: The above, in addition, undertake the most difficult and complex cases; assist in planning, assigning and supervising the work of others.

EDUCATION/EXPERIENCE:

Victim/Witness Assistance Coordinator Aide:
A combination of education, training, and experience which could provide the required knowledge and
abilities listed. This may include:

Either A: Completion of two years of college-level coursework which include at least 24 semester units of the behavioral sciences or criminal justice field, or a related field:

Or B: Two years of public contact experience working with the public to within the criminal justice or social service system involving explaining services, programs or processes provide information, education, support, counseling, consultation, or related service in a social, legal, or community services, or a closely related field.

Victim/Witness Assistance Coordinator I, II and Supervisor:

Or B: Graduation from an accredited institution with a bachelor's degree in the social or behavioral sciences is required. Job-related experience involving the provision of social services, counseling or assistance in a victims' assistance, social services or related setting may be substituted for the required education on a year-for-year basis.

Or C: Graduation from an accredited institution with a bachelor's degree; AND, 6 months 1 year of experience working with the public to provide information, education, support, counseling, consultation or related service in social, legal, or community services or a closely related field.

In addition to the above:

Victim/Witness Assistance Coordinator Advocate Advocate I:

Graduation from an accredited institution with a bachelor's degree. One year of public contact experience which has included the utilization of community resource agencies is required. (A relevant post-graduate degree in behavioral sciences, criminal justice field, or a related field may substitute...
for the required experience. (Job-related experience may be substituted for the required education on a year-for-year basis).

AND: one year experience as a Victim Advocate I or an equivalent position.

Victim/Witness Assistance Coordinator Advocate III:

In addition to the above:

Either A: One year of experience as equivalent to a Victim/Witness Assistance Coordinator Advocate II:

Or B: Two years of experience within Criminal Justice or Social Services systems interviewing, counseling, and referring client contacts to other community resource agencies. Positions such as Relevant experience includes Social Workers, social work, Therapists, therapy, counselors, counseling, probation, officers, work, and law enforcement, officers are examples of acceptable experience.

Eligibility Worker Note: Employment/Resource services and other para-/and non-professional experience will not be acceptable at this level does not qualify.

LICENSES AND CERTIFICATES:

Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver license will be required at the time of appointment and must be maintained throughout employment.

Special Sub-Class recruitment:

Recruitment or certification may be conducted at a sub-class level depending on the program specialty or particular skills required by the District Attorney.

OTHER CONDITIONS OF EMPLOYMENT:

Character: Good moral character as determined by a thorough background investigation including a fingerprint and record check. No convictions by any State, the Federal Government, or a foreign
government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

May be required to carry out weekend or after-hours duties as assigned.

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the employment standards, duties, or working conditions of the position, please contact the Human Resources Department at 805.781.5959.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 02-22-78
Revised: 04-29-98

*Victim Witness Assistance Supervisor deleted 5/25/05 by Civil Service Commission.
HUMAN RESOURCES
County of San Luis Obispo

VICTIM ADVOCATE I, II, III
(Class Series)

DEFINITION:
Classes in this series provide comprehensive assistance to victims of crime, including information, support, advocacy, and claims services. Positions within this classification are assigned to either Advocate or Claims assignments.

DISTINGUISHING CHARACTERISTICS:
Advocate Assignment - This assignment is distinguished by its responsibility for ensuring the delivery of a comprehensive range of intervention and support services to victims of crime.

Claims Assignment - This assignment is distinguished by its responsibility for processing compensation claims for victims of crime for reimbursement of crime-related injuries.

Factors affecting position allocation by level include complexity of work, independence of action and decision making, and supervision received and exercised.

The Victim Advocate I is the entry-level of this paraprofessional class series. Incumbents, under supervision, assist victims of crime by providing information, support, referrals, and claims services to facilitate appropriate restitution.

The Victim Advocate II is the journey worker level of the class series. Incumbents, under direction, perform the full scope of the duties independently.

The Victim Advocate III is the advanced journey-level class in the series. Under direction, serves as a technical subject matter expert for Victim Advocate I and II and other staff, independently performs
and leads the most complex and specialized assignments and projects, and has considerable latitude for independent judgment and action. Incumbents may assist in the development and implementation of policies and procedures, and/or lead, train, coach, and review the work of Victim Advocate I and II.

**REPRESENTATIVE DUTIES:**

(Not in order of importance)

**Advocate Assignment (All levels):**

- Contacts victims to assess their needs; provides appropriate information, support, and referrals for victims, including medical, psychological, funeral/burial, legal, financial, shelter, employment, and other services according to their assessment; makes home visits as required.
- Provides criminal justice system orientation and witness stand support for victims.
- Provides crisis and short-term counseling for victims, their families, and witnesses before and during the court process.
- Intervenes on victims’ behalf with media, landlords, creditors, or employers.
- Assists victims with locating, completing, and submitting required documents, including but not limited to appeals forms, protective orders, and visas.
- Provides or coordinates verbal and written translation for victims.
- Staffs booths at community events and Victims’ Rights Awareness Month activities.
- Coordinates victim appearances and provides transportation, travel arrangements, accommodations, and court support as needed.
- Confers with attorneys and law enforcement agencies on issues affecting victims.
- Liaises between victims and Deputy District Attorneys on extent of injuries; receives and relays medical updates; updates court log; provides courtroom assistance.
- Annotates files; provides case status updates; confers pleas; executes required notifications related but not limited to case filings, rejections, decisions, and Marsy’s Law requirements.
- Assist victims with their Victim Impact statements and victims seeking restitution including assisting with filling out their Restitution Request Form.
- Maintains required victim advocacy knowledge and expertise; attends required training.
Claims Assignment (All levels):

- Interprets and explains designated program regulations, obligations, procedures, and other pertinent information on an individual basis, in person or by telephone, to applicants and participants.
- Determines the nature and extent of injuries/losses that are related to the crime and evaluates financial impact to a claimant.
- Reviews and verifies information from a variety of sources to calculate the amount of benefit available to a claimant.
- Compares diagnoses and treatments provided and verifies compatibility with the nature of the injury.
- Prepares written summaries and recommendations of eligibility and/or denial of claims based on the available information and policies, procedures, and statutes.
- Explains processes and guidelines to applicants to ensure that they are given accurate and timely information regarding the status of pending claims.
- Collaborates with the fellow Advocates on pending cases, corresponding claims and denials, and additional information required to support applications.
- Receives, reviews and processes a diverse range of documents relevant to a specific case; documents include, but are not limited to, crime reports, medical reports, court records, and other documentation needed to establish the victim's eligibility to receive compensation through the California Victim Compensation Board.
- Determines client eligibility in accordance with State government program regulations for initial and/or ongoing assistance through the California Victim Compensation Board.
- Verifies client information for accuracy, completeness, and consistency; reviews law enforcement reports, medical reports, and other documentation submitted for accuracy, completeness, and compliance with program rules and regulations in order to substantiate client eligibility and losses; reviews and verifies documentation submitted regarding loss of wages.
- Completes forms and submits documentation with recommendations to the appropriate governmental agency for payment.
- Within established authority, processes and pays bills by conducting a review and verification of the expense and any supporting documentation.
Duties Common to Advocate and Claims Assignments (All levels):

- Serves as a liaison to, and coordinates services with, internal staff and external agencies or organizations including, but not limited to, law enforcement, court systems, medical providers, community-based partners providing needed services, landlords, employers, and other entities.
- Communicates and collaborates with other departments and agencies as required, including committees, task forces, and other work teams; attends interdepartmental meetings.
- Arranges and supports meetings
- Prepares and maintains a variety of records, correspondence, reports, case records, program information, and related reports per contract.
- Performs various administrative tasks such as receiving telephone calls, processing forms, entering data into specialized computer systems, and maintaining appropriate files and records.
- Makes presentations and conducts trainings for the public, community partners, and providers.
- Performs other related work as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

Victim Advocate I:

- Principles of individual and group behavior
- Characteristics of human behavior
- Interviewing techniques

Victim Advocate II:

In addition to the above:

- Counseling techniques
- Investigation techniques
- Principles, methods, and techniques of investigation
- Criminal justice system
Community resource agencies both public and private
• Insurance contracts, legal requirements, and insurance regulations to resolve claims
• State policies and statutory revisions governing the claims verification process
• General medical terminology of claims

**Victim Advocate III:**

In addition to the above:
• Victim case management
• Municipal and Superior Court procedures
• Criminal law pertaining to cases in the jurisdiction of the District Attorney

**Ability to:**

**Victim Advocate I:**

• Learn and apply legal procedures
• Work effectively with members of the criminal justice system and community agencies
• Work well under pressure
• Evaluate and prioritize workload
• Communicate effectively verbally and in writing
• Obtain information through interview and observation
• Work constructively within a community setting and effectively use appropriate resources and services

**Victim Advocate II:**

In addition to the above:
• Apply existing laws and regulations to the benefit of victims of crimes
• Analyze a case accurately and adopt an effective course of action

**Victim Advocate III:**

In addition to the above:
• Undertake the most difficult and complex cases
• Assist in planning, assigning, leading, training, coaching, and reviewing the work of others

EDUCATION/EXPERIENCE:

A combination of education, training, and experience which could provide the required knowledge and abilities listed. This may include:

Either A: Completion of two years of college-level coursework which include at least 24 semester units in behavioral sciences, criminal justice field, or a related field;

Or B: Two years of experience working with the public to provide information, education, support, counseling, consultation, or related service in a social, legal, community services, or a closely related setting.

Victim Advocate I:

Graduation from an accredited institution with a bachelor's degree in behavioral sciences, criminal justice field, or a related field. (Job-related experience may be substituted for the required education on a year-for-year basis).

AND; one year experience as a Victim Advocate I or an equivalent position.

Victim Advocate II:

In addition to the above:

Either A: One year of experience equivalent to a Victim Advocate II;

Or B: Two years of experience within Criminal Justice or Social Services systems interviewing, counseling, and referring client contacts to other community resource agencies. Relevant experience includes social work, therapy, counseling, probation work, and law enforcement. Note:

Employment/Resource services and other para/ non-professional experience does not qualify.

LICENSES AND CERTIFICATES:

Certain positions within this classification may require driving. When driving is an essential function of
the position, a valid CALIFORNIA driver license will be required at the time of appointment and must be maintained throughout employment.

**Special Sub-Class recruitment:**
Recruitment or certification may be conducted at a sub-class level depending on the program specialty.

**OTHER CONDITIONS OF EMPLOYMENT:**

**Character:** Good moral character as determined by a thorough background investigation including a fingerprint and record check. No convictions by any State, the Federal Government, or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

May be required to carry out weekend or after-hours duties as assigned.

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the employment standards, duties, or working conditions of the position, please contact the Human Resources Department at 805.781.5959.

Adopted: 02-22-78

Revised: 04-29-98

4a.024
SENIOR VICTIM/WITNESS ASSISTANCE COORDINATOR

DEFINITION:
Under direction, provide comprehensive assistance to victims and witnesses of crime, including information, support, referral and advocacy services; performs all duties within the highest level of independence and initiative, while performing the most varied, complex or specialized work; responsible for coordinating the training of Victim/Witness staff, interns and volunteers, as well as day-to-day supervision of Victim/Witness activities; acts as Victim/Witness Supervisor in his/her absence; and does other related work as required.

TYPICAL TASKS:
Contacts victims to assess needs, providing information, support and referrals for medical, psychological, legal, financial, shelter and employment services; provides crisis and short-term counseling for victims, their families and witnesses before and during the court process; coordinates witness appearances and provides transportation, accommodations and court support as needed; prepares and submits victim compensation claims to the State Board of Control to reimburse victims for medical expenses and wage loss; prepares Victim Impact reports for the court to assist victims seeking restitution; provides criminal justice system orientation for victims and witnesses; intervenes on victim's behalf with landlords, creditors or employers; prepares and processes property release forms and assists victims in recovering personal property held in evidence; promotes the program by speaking before and participating with community agencies.

EMPLOYMENT STANDARDS:

Knowledge of:
Interviewing and counseling techniques; principles, methods and techniques of investigation; community resource agencies both public and private; principles of individual and group behavior; Victim/Witness case management; Municipal and Superior Court procedures; criminal law pertaining to cases in the jurisdiction of the District Attorney; statutory rights of crime victims and witnesses; principles and techniques of supervision and training.

Ability to:
Obtain information through interview and observation; work constructively within a community setting and effectively use appropriate resources and services; apply existing laws and regulations to the benefit of victims of crimes; present oral and written reports concisely and clearly; analyze a case accurately and adopt an effective course of action; undertake the most difficult and complex cases; assist in planning, assigning and supervising the work of Victim/Witness staff and volunteers.

EDUCATION/EXPERIENCE:
Graduation from an accredited institution with a Bachelor's degree in the social or behavioral sciences is required. (Job-related experience involving the provision of social services, counseling or assistance in a victims' assistance, social services or related setting may be substituted for the required education on a year-for-year basis.) In addition, one year experience as a Victim Witness Assistance Coordinator II or an equivalent position.

OTHER CONDITIONS OF EMPLOYMENT:
Character: Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government or a foreign government of a crime, which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.
LICENSES/CERTIFICATES:
Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver's license will be required at the time of appointment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Personnel Department at (805) 781-5959.

Adopted: 07-26-89
Revised: 04-29-98
SENIOR VICTIM/WITNESS ASSISTANCE COORDINATOR-SUPERVISOR

DEFINITION:
Under general direction, plans, organizes, and manages the activities of the Victim and Witness Assistance program of the District Attorney's office, and supervises assigned staff. Provide comprehensive assistance to victims and witnesses of crime, including information, support, referral and advocacy services; performs all duties within the highest level of independence and initiative, while performing the most varied, complex or specialized work; responsible for coordinating the training of Victim/Witness staff, interns and volunteers, as well as day-to-day supervision of Victim/Witness activities; acts as Victim/Witness Supervisor in his/her absence; and does other related work as required.

DISTINGUISHING CHARACTERISTICS:
This is a working supervisor classification responsible for staff and victim/witness advocacy activities of the Victim/Witness Assistance program. It is distinguished from Victim Advocate III by the latter's sole responsibility for providing victim/witness services. The Victim/Witness Assistance Supervisor is further distinguished from the Division Manager by the latter's overall responsibility for the administration of the Victim/Witness Assistance program.

TYPICAL TASKS:
• Supervision of subordinate staff, including hiring, training, performance evaluation, and discipline.
• Schedules, assigns, and adjusts staff workloads to meet program objectives; ensures staff understands assigned duties and responsibilities; reviews work and assures timely completion.
• Prepares quarterly grant reports of program activities; maintains accurate records and files related to the work performed.
• Provides direct victim and witness assistance services to clients, including but not limited to conducting need assessments; referring clients to other service providers; supporting clients through court proceedings; providing orientation regarding the criminal justice system; and documentings client contact.

• Interprets and applies relevant laws, regulations, policies, and procedures.

• Monitors work for compliance.

• Stays abreast of legislation, policy, or procedure requirements relating to the program; informs staff.

• Contacts victims to assess needs, providing information, support and referrals for medical, psychological, legal, financial, shelter and employment services.

• Provides crisis and short-term counseling for victims, their families and witnesses before and during the court process.

• Coordinates witness appearances and provides transportation, accommodations and court support as needed.

• Prepares and submits victim compensation claims to the State Board of Control to reimburse victims for medical expenses and wage loss.

• Prepares Victim Impact reports for the court to assist victims seeking restitution.

• Provides criminal justice system orientation for victims and witnesses.

• Intervenes on victim's behalf with landlords, creditors or employers.

• Prepares and processes property release forms and assists victims in recovering personal property held in evidence.

• Promotes the program by speaking before and participating with community agencies.

• Participates on relevant commissions, task forces, support groups, and consortia associated with victim issues; may chair task force sub-committees.

• Attends related trainings, conferences, hearings, workshops, and meetings; organizes large events for Victims' Rights Week and arranges national speakers for countywide trainings.

• Attends IT meetings as it relates to victim/witness system needs; assists with testing of new/updated programs; provides related training to staff.

• Establishes and maintains effective working relationships with community organizations, government and private agencies, and the public.
• Promotes the Program by providing presentations to the community and referring organizations regarding services offered.

• Apprises the Division Manager of work activities, and current and anticipated problems; recommends policy and program improvements.

• Facilitates staff meetings in the absence of the Division Manager; stands in for the Division Manager in their absence.

• Performs other related work as required.

EMPLOYMENT STANDARDS:

Knowledge of:

• Interviewing and counseling techniques
• Principles, methods, and techniques of investigation
• Community resource agencies both public and private
• Principles of individual and group behavior
• Victim and Witness assistance case management;
• Municipal and Superior Court procedures
• General knowledge of Criminal law pertaining to cases in the jurisdiction of the District Attorney
• Statutory rights of crime victims and witnesses
• Basic understanding Principles and techniques of supervision and training principles
• Basic computer software including software applications pertinent to victim and witness case management functions
• Interpersonal skills using tact, patience, and courtesy
• Professional standards for verbal and written communication

Ability to:

• Perform the most complex victim and witness assistance duties
• Interpret, apply, and explain rules, laws, regulations, policies, and procedures
• Obtain information through interview and observation
Work constructively within a community setting and effectively use appropriate resources and services
• Apply existing laws and regulations to the benefit of victims of crimes
• Work constructively with community partners and utilize resources effectively to assist victims
• Knowledge of technology that assists with daily job duties and training of advocates
• Prepare and present accurate and concise oral and written reports concisely and clearly
• Maintain and establish consistency of standards and procedures
• Analyze problems, prepare sound recommendations, and adopt effective courses of action
• Plan, direct, supervise, and evaluate the work of assigned staff and volunteers
• Convey clear directions and encourage communication with and among staff
• Assist in planning, assigning and supervising the work of Victim/Witness staff and volunteers
• Assign caseloads and assignments to victim advocates and interns
• Develop, encourage, and maintain positive working relationships; communicate and work effectively with others;
• Motivate staff to achieve high performance and foster a spirit of teamwork
• Operate a computer and assigned office equipment
• Maintain a safe and orderly work area
• Maintain the confidentiality of victim and witness records

EDUCATION AND EXPERIENCE:
A combination of education, training, and experience which could provide the required knowledge and abilities listed. This may include:
Graduation from an accredited institution with a Bachelor's degree (Job-related experience may be substituted for the required education on a year-for-year basis); AND one year of experience as a Victim Advocate III or an equivalent position in the social or behavioral sciences is required. (College education in social or behavioral science and/or job-related experience involving the provision of providing social services, or counseling or assistance in a victims' assistance, social services or related setting may be substituted for the required education on a year-for-year basis.)
In addition to the education requirement, one year of experience as a Victim Witness Assistance Advocate III Coordinator II or an equivalent position.
OTHER CONDITIONS OF EMPLOYMENT:

Character: Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government, or a foreign government of a crime, which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

LICENSES AND / CERTIFICATES:

Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver license will be required at the time of appointment and must be maintained throughout employment.

Overtime may be required to carry out weekend or after-hours duties as assigned.

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the employment standards, duties, or working conditions of the position, please contact the Human Resources Department at 805.781.5959.
This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Personnel Human Resources Department at (805) 781-5959.

Adopted: 07-26-89
Revised: 04-29-98
HUMAN RESOURCES DEPARTMENT
County of San Luis Obispo

VICTIM WITNESS SUPERVISOR

DEFINITION:
Under general direction, plans, organizes, and manages the activities of the Victim Witness Assistance program of the District Attorney's office, and supervises assigned staff.

DISTINGUISHING CHARACTERISTICS:
This is a working supervisor classification responsible for staff and victim/witness advocacy activities of the Victim Witness Assistance program. It is distinguished from Victim Advocate III by the latter's sole responsibility for providing victim/witness services. The Victim Witness Supervisor is further distinguished from the Division Manager by the latter's overall responsibility for the administration of the Victim Witness Assistance program.

TYPICAL TASKS:
• Supervise subordinate staff, including hiring, training, performance evaluation, and discipline.
• Schedules, assigns, and adjusts staff workloads to meet program objectives; ensures staff understands assigned duties and responsibilities; reviews work and ensures timely completion.
• Prepares grant reports of program activities; maintains accurate records and files related to the work performed.
• Provides direct victim and witness assistance services to clients, including but not limited to conducting need assessments; referring clients to other service providers; supporting clients through court proceedings; providing orientation regarding the criminal justice system; and documenting client contact.
• Interprets and applies relevant laws, regulations, policies, and procedures.
• Monitors work for compliance.
• Stays abreast of legislation, policy, or procedure requirements relating to the program; informs staff.
• Participates in relevant commissions, task forces, support groups, and consortia associated with victim issues; may chair task force subcommittees.
• Attends related trainings, conferences, hearings, workshops, and meetings; organizes large events for Victims’ Rights Week and arranges national speakers for countywide trainings.
• Attends IT meetings related to victim/witness system needs; assists with testing of new/updated programs; provides related training to staff.
• Establishes and maintains effective working relationships with community organizations, government and private agencies, and the public.
• Promotes the Program by providing presentations to the community and organizations regarding services offered.
• Apprises the Division Manager of work activities, and current and anticipated problems; recommends policy and program improvements.
• Facilitates staff meetings in the absence of the Division Manager; stands in for the Division Manager in their absence.
• Performs other related work as required.

EMPLOYMENT STANDARDS:

Knowledge of:
• Interviewing and counseling techniques
• Principles, methods, and techniques of investigation
• Community resource agencies both public and private
• Principles of individual and group behavior
• Victim and witness assistance case management
• Municipal and Superior Court procedures
• General knowledge of Criminal law pertaining to cases in the jurisdiction of the District Attorney
• Statutory rights of crime victims and witnesses
• Basic understanding of supervision and training principles
• Basic computer software including software applications pertinent to victim and witness case management functions
• Interpersonal skills using tact, patience, and courtesy
- Professional standards for verbal and written communication

**Ability to:**
- Perform the most complex victim and witness assistance duties
- Interpret, apply, and explain rules, laws, regulations, policies, and procedures
- Obtain information through interview and observation
- Work constructively with community partners and utilize resources effectively to assist victims
- Knowledge of technology that assists with daily job duties and training of advocates
- Prepare and present accurate and concise oral and written reports
- Maintain and establish consistency of standards and procedures
- Analyze problems, prepare sound recommendations, and adopt effective courses of action
- Plan, direct, supervise, and evaluate the work of assigned staff and volunteers
- Convey clear directions and encourage communication with and among staff
- Assign caseloads and assignments to victim advocates and interns
- Develop, encourage, and maintain positive working relationships; communicate and work effectively with others
- Motivate staff to achieve high performance and foster a spirit of teamwork
- Operate a computer and assigned office equipment
- Maintain a safe and orderly work area
- Maintain the confidentiality of victim and witness records

**EDUCATION AND EXPERIENCE:**
A combination of education, training, and experience which could provide the required knowledge and abilities listed. This may include:
- Graduation from an accredited institution with a bachelor’s degree (Job-related experience may be substituted for the required education on a year-for-year basis.); AND one year of experience as a Victim Advocate III or an equivalent position.

**LICENSES AND CERTIFICATES:**
Certain positions within this classification may require driving. When driving is an essential function of
the position, a valid CALIFORNIA driver license will be required at the time of appointment and must be maintained throughout employment.

OTHER CONDITIONS OF EMPLOYMENT:

Character: Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government, or a foreign government of a crime, which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

May be required to carry out weekend or after-hours duties as assigned.

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the employment standards, duties, or working conditions of the position, please contact the Human Resources Department at 805.781.5959.

Adopted: 07-26-89
Revised: 04-29-98
HUMAN RESOURCES DEPARTMENT
County of San Luis Obispo

Witness Coordinator

DEFINITION:
Under supervision, provides assistance to witnesses of crime, including information about the criminal justice system, travel arrangements, court escort, and support. Issues subpoenas for civilian and expert witnesses, officers, and victims and performs other specialized clerical work of a legal nature for Deputy District Attorneys, Victim Advocates, and the courts. Performs other duties as assigned.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Provides witnesses with information regarding court procedures, rules, laws, and department policies.
- Liaises between witnesses and Deputy District Attorneys regarding witness availability, trial changes including dates, times, and locations, and other issues that may arise throughout the life of the case.
- Orient witnesses to the criminal justice system and court proceedings, and ensure that witnesses understand and accept their roles.
- Provides court escort for witnesses.
- Supports Deputy for District Attorneys during the court process preliminary hearings, trials, and any other restitution hearings by coordinating all witness appearances.
- Coordinates witness transportation, travel arrangements, and accommodations.
- Prepares documents necessary to secure payment for meals, lodging, and allowable witness fees.
- Confers with attorneys and law enforcement agencies on issues affecting witnesses.
- Prepares and processes subpoenas requested by Deputy District Attorneys.
- Enters witness information into the case management system.
• Prepares statistical and subpoena progress reports.
• Processes proof of services returned by DA Investigators and Sheriff Civil.
• Performs other related duties as required.

EMPLOYMENT STANDARDS:

Knowledge of:

• Modern office practices and procedures
• Correct English usage, grammar, punctuation, and spelling
  — Basic personal computer usage and common software, including word processing, spreadsheet, calendar, and email
• General office technology: computers, copiers, scanners, etc.
• Proper use of common office machines and automated office equipment.
• Legal formats, terminology, and procedures
• Criminal justice system structure
• Municipal and Superior Court procedures

Ability to:

• Maintain a calm, professional demeanor
  — Communicate effectively with others from diverse socioeconomic and cultural backgrounds.
• Maintain confidentiality of sensitive information
• Learn complex or technical functions, laws, rules, regulations, policies, and procedures relating to the Victim Witness Assistance Division and the District Attorney's Office.

• Learn courtroom techniques and guidelines pertaining to witness appearance and testimony
• Recognize priorities and act with initiative
• Keep complex records and/or statistics
• Work within a team and balance individual tasks
• Establish and maintain effective working relationships
• Organize and compile information into reports

EDUCATION AND EXPERIENCE:
Graduation from high school or possession of a G.E.D. certificate at the time of employment.
A combination of education, training, and experience which could provide the required knowledge and abilities listed. -This may include:

Either A: Two years of clerical experience in a legal office, court, or criminal justice system

Or B: One year of experience equivalent to an Administrative Assistant III.

LICENSES AND CERTIFICATES:
Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver license will be required at the time of appointment and must be maintained throughout employment.

OTHER CONDITIONS OF EMPLOYMENT:
Good moral character as determined by a thorough background investigation including a fingerprint and record check. No convictions by any State, the Federal Government, or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the employment standards,
duties, or working conditions of the position, please contact the Human Resources Department at 805.781.5959.

Adopted: 00-00-00
BOS Approved: 00-00-00
Revised: 00-00-00
HUMAN RESOURCES DEPARTMENT
County of San Luis Obispo

Witness Coordinator

DEFINITION:
Under supervision, provides assistance to witnesses of crime, including information about the criminal justice system, travel arrangements, court escort, and support. Issues subpoenas for civilian and expert witnesses, officers, and victims and performs other specialized clerical work of a legal nature for Deputy District Attorneys, Victim Advocates, and the courts. Performs other duties as assigned.

REPRESENTATIVE DUTIES:
(Not in order of importance)

• Provides witnesses with information regarding court procedures, rules, laws, and department policies.
• Liaises between witnesses and Deputy District Attorneys regarding witness availability, trial changes including dates, times, and locations, and other issues that may arise throughout the life of the case.
• Orient witnesses to the criminal justice system and court proceedings.
• Provides court escort for witnesses.
• Supports Deputy District Attorneys during preliminary hearings, trials, and any other hearings by coordinating all witness appearances.
• Coordinates witness transportation, travel arrangements, and accommodations.
• Prepares documents necessary to secure payment for meals, lodging, and allowable witness fees.
• Confers with attorneys and law enforcement agencies on issues affecting witnesses.
• Prepares and processes subpoenas requested by Deputy District Attorneys.
• Enters witness information into the case management system.
• Prepares statistical and subpoena progress reports.
• Processes proof of services returned by DA Investigators and Sheriff Civil.
• Performs other related duties as required.

EMPLOYMENT STANDARDS:

Knowledge of:
• Modern office practices and procedures
• Correct English usage, grammar, punctuation, and spelling
• Basic personal computer usage and common software, including word processing, spreadsheet, calendar, and email
• Proper use of common office machines and automated office equipment, legal formats, terminology, and procedures Criminal justice system structure
• Municipal and Superior Court procedures

Ability to:
• Maintain a calm, professional demeanor
• Communicate effectively with others from diverse socioeconomic and cultural backgrounds. Maintain confidentiality of sensitive information
• Learn complex or technical functions, laws, rules, regulations, policies, and procedures relating to the Victim Witness Assistance Division and the District Attorney's Office.
• Learn courtroom techniques and guidelines pertaining to witness appearance and testimony
• Recognize priorities and act with initiative
• Keep complex records and/or statistics
• Work within a team and balance individual tasks
• Establish and maintain effective working relationships
• Organize and compile information into reports

EDUCATION AND EXPERIENCE:
Graduation from high school or possession of a G.E.D. certificate at the time of employment.
A combination of education, training, and experience which could provide the required knowledge and abilities listed. This may include:

Either A: Two years of clerical experience in a legal office, court, or criminal justice system

Or B: One year of experience equivalent to an Administrative Assistant III.

LICENSES AND CERTIFICATES:
Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver license will be required at the time of appointment and must be maintained throughout employment.

OTHER CONDITIONS OF EMPLOYMENT:
Good moral character as determined by a thorough background investigation including a fingerprint and record check. No convictions by any State, the Federal Government, or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the employment standards, duties, or working conditions of the position, please contact the Human Resources Department at 805.781.5959.

Adopted: 00-00-00
BOS Approved: 00-00-00
Revised: 00-00-00