

**Jefferson County  
Position Description**

**Name:** \_\_\_\_\_ **Department:** District Attorney's Office  
**Position:** Victim Witness Coordinator **Pay Grade:** 7 **FLSA:** Non-Exempt  
**Date:** May 2024 **Reports To:** Office Manager

---

**Purpose of Position**

This position supports and assists victims and witnesses of crimes through the legal process and provides assistance as needed to the District Attorney's Office.

**Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Oversees adherence to Marsy's Law as well as other legal requirements which protects victims' rights.
- Monitors pending legislation, keeping up with legislative changes to adapt practices that comply with new laws.
- Provides support and information to crime victims and witnesses adhering to Trauma Informed Care principles offering support that acknowledges the psychological impact of crime.
- Assesses cases to identify statutory victims and informs them of their rights proactively reaching out to victims to inform them of their rights ensuring they are aware and can exercise these rights.
- Identifies potential language barriers and employs appropriate strategies ensuring effective communication to support all victims and witnesses.
- Addresses all inquiries from victims and witnesses promptly maintaining trust and ensuring victims and witnesses are supported throughout the process.
- Notifies victims of hearing dates and cancellation keeping victims informed of their case progress and any changes.
- Coordinates and schedules appointments and hearings helping to logistically coordinate the legal process for all parties involved.
- Cancels all witnesses and schedules professional witnesses, managing witness appearances for the county and execution of court proceedings.
- Provides support to victims in completing necessary forms and documents assisting with documentation so that victims can assert their rights effectively.
- Maintains a secure space for victims and witnesses and offers courtroom support providing a safe and supportive environment for the comfort and security of victims and witnesses.
- Monitors, updates, and corrects database to ensure accuracy maintaining accurate records for tracking case progress and compliance with legal rights.
- Maintains program budget, prepares, and submits reimbursement requests for compliance and sustainability of the program.
- Provides information to other governmental agencies collaborating and communicating with other agencies for comprehensive support for victims and witnesses.
- Attends quarterly and regional meetings actively participating to ensure the program aligns with broader objectives and standards.
- Engages with the community to raise awareness about victims' rights and services available.
- Assesses program effectiveness to improve services.

- Demonstrates dependable attendance.
- Complies with County HIPAA Policies and Procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or as may develop.

### **Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- May be asked to assist with general Legal Assistant and Administrative tasks within the District Attorney's office to support the department and county's strategic initiatives and provide the highest level of service to the public.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Associate degree in social services, counseling, criminal justice, or other field involving advocacy, support, or administrative tasks related to working with people in stressful situation and one to two year's related experience, or
- any equivalent combination of education, training, and experience.

### **Preferred Training and Experience Required to Perform Essential Job Functions**

- Associate degree in social services, counseling, criminal justice, or other field involving advocacy, support, or administrative tasks related to working with people in stressful situation and three to four year's related experience, or
- Bachelor's degree in social services, counseling, criminal justice, or other field involving advocacy, support, or administrative tasks related to working with people in stressful situation and one to two year's related experience, or
- any equivalent combination of education, training, and experience.

### **Other Requirements – Certificates/Licensures**

- Credential from the Wisconsin Victim Witness Professionals within 6 months of hire.
- Bilingual in English and Spanish is helpful.

### **Knowledge, Skills, Abilities**

- Knowledge of local, state, and federal laws pertaining to victim rights, including Marsy's Law and related statutes.
- Understanding of how trauma affects victims and witnesses and how to interact with them in a manner that acknowledges and seeks to minimize re-traumatization.
- Awareness of court processes, legal documentation, and the roles various entities play within the criminal justice system.
- Knowledge of local support services, including counseling, legal assistance, and crisis intervention resources available to victims and witnesses.

- Excellent written and verbal communication skills for effectively conveying information to victims, witnesses, law enforcement, and court personnel.
- Ability to build rapport and trust with victims and witnesses, displaying empathy and sensitivity.
- Proficiency in scheduling, record-keeping, and managing multiple cases efficiently.
- Capability to address and resolve issues that arise during the handling of cases, including navigating challenges related to victim support.
- Ability to interact compassionately with individuals who have experienced traumatic events.
- Capability to maintain composure and effectiveness in high-pressure or emergency situations.
- Flexibility to adapt to changing situations and requirements, such as shifts in legal procedures or updates in technology used for case management.
- Strong advocacy skills to effectively represent and support the needs and rights of victims and witnesses.
- Ability to handle sensitive information with the highest level of confidentiality and professionalism.

### **Supervision**

- None.

### **Physical Demands.**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

- While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear.
- The employee is required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does generally occur, but may occur when lifting boxes, books or paper.
- Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

### **Work Environment.**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

- While performing the duties of this position, the employee is not regularly exposed to adverse conditions.
- The noise level in the work environment is usually moderate.
- This position requires a great deal of interpersonal communication with victims/witnesses.
- A significant amount of time is spent reading and responding to emails, reviewing, and responding to voicemails, evaluating written communication.
- Significant time is spent reading police reports, court documents and victim-generated documents.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

---

---

Supervisor

Date

---

---