



COLUMBIA COUNTY, OREGON

JOB TITLE: PROGRAM ADMINISTRATOR VICTIMS ASSISTANCE

DATE: JANUARY 1, 2024

EXEMPT (Y/N):	Yes	CLASSIFICATION:	CSC
DEPARTMENT:	District Attorney's Office	JOB CODE:	083
SUPERVISOR:	District Attorney	SALARY RANGE:	E01
UNION (Y/N):	No	LOCAL:	N/A

GENERAL STATEMENT OF DUTIES: Plan, coordinate, supervise, and direct the Victims Assistance Program for the county. Perform duties as an advocate for crime victims before, during, and after court proceedings.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties may be assigned. Manage, coordinate, and oversee operations of the county's Victim Assistance Program.

Develop, recommend, and implement policies, procedures, and office standards and practices for a more efficient program operation.

Assist victims in recovering property that is damaged or stolen. Obtain restitution or compensation for medical or other expenses incurred as a result of a criminal act.

Prepare victims for impending court hearings by informing them of procedures. Assist victims with logistical problems related to court appearances. Accompany victims to court hearings. Inform victims and witnesses of case status and progress. Assist victims in obtaining the return of property held as evidence.

Refer victims to appropriate community resources to help provide support and assistance. Assist victims in the preparation and presentation of claims to the Crime Victims' Compensation Program.

Prepare and conduct presentations or speeches to community groups. Prepare articles and other information regarding the Victim Assistance Program for the media and others.

Compile statistics and prepare necessary reports to comply with federal and state record keeping requirements. Complete annual narrative and performance measures reports. Gather client feedback and report to funders.

Advocate for the development of community resources to assist victims.

Complete necessary requirements to maintain certification.

Supervise staff, including assigning and reviewing work, evaluating performance, and training. Provide recommendations on hiring and on disciplinary action when appropriate. Handle employee complaints.

Assist in the departmental budget preparation process. Monitor fiscal operations of the department to remain within budgetary constraints. Research and pursue available funding options at the federal, state, and local level.

Follow all safety rules and procedures established for work areas. Comply with all relevant county policies and procedures. Ensure departmental compliance with county policies and procedures.

Maintaining regular attendance during the assigned work schedule is an essential requirement of this position. The ability to serve and meet in person with members of the general public, co-workers, and others is required.



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SUPERVISORY RESPONSIBILITIES: Directly supervise departmental employees.

- Discharge all supervisory responsibilities in accordance with the county's policies and procedures, collective bargaining agreements, and federal, state, and local laws.
- Coordinate all personnel functions with the Department Head.
- Ensure each departmental employee receives written, clearly stated goals and expectations.
- Ensure that each departmental employee is held accountable for meeting those goals and expectations and take corrective action if not met.
- Conduct regular, formal and informal, evaluations of departmental employees.
- Provide training opportunities for departmental staff.

SUPERVISION RECEIVED: Work is performed with considerable independence under the general direction of the District Attorney who provides policy, procedure, and administrative direction and reviews performance.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The competencies below represent the required knowledge, skills, and/or abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION and/or EXPERIENCE: Equivalent to a two-year degree in a related field. Three years' of increasingly responsible experience as an advocate, preferably in a professional or paraprofessional capacity in a state or local court system, which includes experience working with and coordinating volunteers. Any satisfactory combination of experience and training, which demonstrates the required knowledge, skills, and abilities may be substituted for the above requirements.

DESIRABLE QUALIFICATIONS: Previous supervisory experience preferred. Should be self-aware in leading others and navigating challenging situations with grace and empathy. Open to diverse ideas and perspectives, willing to collaborate to find common ground.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of Oregon certification from State Victims Assistance Academy, Crime Victims Compensation Program and Address Confidentiality Program. Should possess a valid driver's license and be insurable under the county's liability policy.

KNOWLEDGE, SKILL, AND ABILITY: Knowledge of community resources for assisting crime victims, crisis counseling practices and techniques, and the financial and legal problems confronting crime victims. Knowledge of law enforcement prosecution and court procedures. Knowledge of management principles and practices of human and financial resource management.

Skill in business software programs and Microsoft Office products.

Ability to:

- Plan, implement, and evaluate department activities based on policy guidelines, regulations, and laws.
- Think conceptually and quickly to get to the heart of a problem.
- Set priorities and develop realistic solutions to problems.



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- Express ideas effectively, both verbally and in writing. Use sound judgment and not be afraid to take reasonable risks.
- Adapt to change or new situations and openly acknowledge and work through conflict. Accept responsibility and be able to work well with ambiguity.
- Work independently and as part of a team.
- Model positive behavior desired in others and promote collaboration and shared responsibility for departmental success. Look for opportunities for people to contribute, develop skills, take responsibility, and be trusted.
- Provide constructive feedback in a way that is sensitive to the emotions of others.
- Act in such a manner as to maintain the confidentiality of the records and issues and other matters that may be encountered.
- Develop and maintain harmonious and effective working relationships with employees, other agencies, county officials, and the general public.
- Interview victims and evaluate appropriately the victim's needs and problems. Effectively deal with people in crisis.
- Remain calm and use good judgment during confrontational or high-pressure situations.

SPECIAL NECESSARY QUALIFICATIONS: Must be able to pass a pre-employment background screening.

PHYSICAL DEMANDS: The physical demands described here must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Minimal, involving the movement of files, books, boxes, equipment, etc., seldom exceeding 20 pounds.

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

General office environment. Daily contact with offenders and victims. Exposure to hazards and risks which accompany exposure to victims of trauma and offenders.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

***Columbia County has the right to revise this job description at any time.
This description does not represent in any way a contract of employment.***