FULTON COUNTY, GEORGIA
CLASS SPECIFICATION

CLASS TITLE: Victim/Witness Program Counselor

CLASS CODE:	EEO CODE:	SALARY RANGE:	FLSA STATUS:	PHYSICAL PROFILE:	TEST CATEGORY:
606065	**B**	**C41**	**Exempt**	**#2**	**B**

JOB SUMMARY: Incumbent in this class performs process duties related to providing counseling and administrative services to crime victims and their families through the Victim/Witness Advocacy Program in the District Attorney's Office. Responsibilities include facilitating support groups, conducting individual counseling sessions, and providing crisis intervention services to victims and their families.

DISTINGUISHING CHARACTERISTICS: This is the second level within a four-level victim/witness advocate classification series. Victim/Witness Program Counselor is distinguished from Victim/Witness Program Advocate, Senior in that the former provides counseling and administrative services to crime victims and their families, whereas the latter serves as a lead worker and provides direct crisis intervention services to victims of trauma and their families.

ESSENTIAL DUTIES: (This list is a representative sample: position assignments may vary.)

- Serves as an advocate to crime victims/witnesses within an assigned courtroom.
- Provides crisis intervention services to crime victims and their families.
- Accompanies crime victims and their families to all court hearings.
- Establishes and maintains communication with appropriate prosecutors regarding relevant case information.
- Assists prosecutors with correspondence to crime victims and their families.
- Provides victims and their families with information regarding the Victim Bill of Rights.
- Completes required case documentation and compiles monthly statistical reports.
- Assists victims and their families in completing victim compensation claims and impact statements.
- Conducts individual counseling sessions for crime victims and their families.
- Assists in providing educational training to volunteers, interns, and community members.
- Performs administrative tasks to support the Victim/Witness Advocacy Program as required.
- Facilitates and co-facilitates support groups.

KNOWLEDGE: (position requirements at entry):

Knowledge of:

- Principles and practices of customer service;
- Laws, rules, and regulations governing victim/witness programs;
- Personal computers and related software;
- Method and techniques used to conduct legal research;
- Office practices and procedures;
- Principles and practices of crisis intervention;
- Principles and practices of client confidentiality;
- Community resources associated with criminal crisis intervention;
- Methods and techniques used to conduct individual and group counseling.

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SKILLS: (position requirements at entry):

Skills in:

- Providing effective customer service;
- Interviewing crime victims and their families;
- Performing effective legal case management;
- Researching legal issues;
- Communicating effectively with persons of diverse socioeconomic and cultural backgrounds;
- Performing effective crisis intervention;
- Documenting information gathered from crime victims;
- Providing individual and group counseling;
- Preparing and presenting oral and written communications/reports;
- Operating personal computers, including spreadsheet, database, word processing, presentation, and other related software;
- Establishing and maintaining effective working relationships with other County personnel, officials, and the general public;
- Communication and interpersonal techniques as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.

EXPERIENCE AND TRAINING: (position requirements at entry):

Completion of course work equivalent to the academic requirements of a Bachelor's degree in psychology, sociology, social work, counseling, or a related field *(Master's degree and licensing in counseling, marriage and family therapy, or social work is preferred)*; and three (3) years experience providing counseling services to crime victims and their families within a criminal justice, social services, crisis intervention, or trauma and violence safety assessment program; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS: (position requirements at entry):

- License issued by the State of Georgia as a Professional Counselor, Marriage and Family Therapist, or Social Worker.

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PHYSICAL REQUIREMENTS:

Positions in this class typically require sitting, standing, walking, reaching, fingering, grasping, talking, hearing, and seeing.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Physical Profile:

This is a Category #2 Physical Profile class and position. All applicants for initial entry by outside hiring into a permanent Fulton County position in this category shall be required to conform to **Part II** of the physical standards and criteria as approved and established by Personnel Board resolution dated November 1, 1988.

Classification History: Draft revised by Fulton County Personnel 3/8/04.