

## VICTIM ASSISTANCE CASE MANAGER

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the formulation of assistance plans to meet the mental wellbeing and physical and emotional needs of adult and child crime victims and witnesses. An incumbent in the position interviews victims/witnesses to determine the services needed and creates a care plan specific to the individual needs of the victim/witness. Work is performed in conjunction with the Victim Assistance Officer and under the direct supervision of the Victim Assistance Coordinator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative only)

Identifies service needs through in-depth interviews with victims/witnesses;  
 Establishes a relationship with victims/witnesses to encourage participation in services;  
 Assists victims/witnesses and their families in accessing community-based services and resources, which may require access to transportation for field visits/meetings;  
 Reviews existing medical, psychiatric, academic and other information of victims/witnesses in formulating the service plan;  
 Works closely with other staff to ensure all needs are being met;  
 Acts as a liaison with all segments of the health, mental health, social services, criminal justice, transportation and educational systems that may interface with victims'/witnesses' needs;  
 Coordinates a comprehensive long term plan for crime victims with the Office of Victim Services (OVS) Vocational Rehabilitation Unit and/or medical unit;  
 Reviews the victim's/witnesses' service plan regularly to ensure services are allowable and causally related to the crime;  
 Acts as a liaison with Federal and State organizations that assist crime victims with civil legal needs;  
 Prepares appropriate claim forms for compensation;  
 Reviews cases on a regular basis to assess changes in service needs;  
 Reviews medical bills, reports and claimant requests for appropriateness to injuries sustained from the crime and reported to OVS and the courts;  
 Develops and maintains working relationships with various agencies that are available to provide services for adults and children and their families;  
 Maintains accurate, detailed, and updated records of case management interventions, treatment plans, and program notes;  
 May provide casework counseling in a number of areas, such as; health and social disability support services, benefits, rent subsidies, nutrition services, medical insurance, food stamps, public assistance benefits, long term care, financial management, vocational rehabilitation, and parental support.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of social sciences, including sociology, psychology and economics; good knowledge of local community service agencies and their programs; working knowledge of case management techniques; ability to maintain successful relationships with people; ability to establish and maintain helping relationships; ability to maintain acceptable professional standards; ability to counsel individuals in the areas of economic, social, emotional and vocational problems; ability to observe and analyze; ability to communicate both verbally and in writing; ability to prepare and maintain records and reports; maturity; sensitivity to others; tact and courtesy; good judgement; condition commensurate with the demands of the position.

VICTIM ASSISTANCE CASE MANAGER

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, and, either:

1. Master's Degree in Social Work or Behavioral Science from a regionally accredited college or university or one recognized by the New York State Education Department in Social Work; OR
2. Bachelor's Degree in Social Work or Behavioral Science from a regionally accredited college or university or one recognized by the New York State Education Department in Social Work AND two (2) years of full-time paid experience, or its part-time equivalent, in counseling or casework in a recognized agency adhering to accepted standards in victim advocacy, probation, parole, social services, psychology or social work, or related field; OR
3. An equivalent combination of training and experience as set by the limits of (1) and (2).

SPECIAL REQUIREMENT FOR APPOINTMENT: Possession of a valid New York State Operator's license at the time of appointment, and maintenance of such license throughout the tenure of employment in the position.

APPROVED: MARCH 15, 2018

CIVIL SERVICE CLASSIFICATION: COMPETITIVE