

**CITY OF BEAVERTON**  
**Program Coordinator – Victim Services**

**General Summary**

Manage various programs, projects and activities within the Police Department to provide victim assistance services.

**Key Distinguishing Duties**

Manage the planning and operational activities of assigned program(s).

**Essential Functions**

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Manage program activities including marketing, outreach and communications with internal and external leaders and members. Research, analyze and recommend outreach strategies and opportunities. Recommend and implement program and policy improvements.
2. Serve as the primary point of contact for victim issues within the police department. Serve as liaison between victims of crime, police officers and community partners, including the District Attorney's Office, City Attorney's Office and other victim service providers.
3. Maintain strong partnerships with local victim service providers. Attend, coordinate and facilitate meetings. Make presentations and provide community education. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
4. Serve as a resource for police officers, and when requested provide immediate on-scene support and counseling to victims. Assess officers' needs in responding to victims and make recommendations to more effectively provide assistance to victims of crime.
5. Work with victims of crime to ensure their rights and needs are met in accordance with department policy, state and federal laws. Keep department apprised of current developments in Victims' Rights legislation.
6. Assess department training needs related to victims' issues and make recommendations to the Training Division. Conduct training as needed.
7. Research potential grant sources. Assist in preparation of grant proposals. Monitor grant goals to ensure compliance with grant standards and reporting requirements are met.

8. Provide professional, sensitive, confidential and timely research and analysis in support of program activities and in response to inquiries for information and materials.
9. Develop and produce educational materials, training, public involvement activities and events. Create and disseminate materials such as brochures, posters, fliers, advertisements, press releases, and email/web materials.
10. Coordinate and perform operational activities in support of program activities. Develop, format and maintain electronic information including databases.
11. Plan and implement events including obtaining necessary items, set up, take down and follow up with personnel and vendors.
12. Manage volunteers as necessary, including participation in the hiring process, training and evaluation of work product.
13. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.
14. Assist in developing and monitoring program budget.
15. Participate in division and section operational processes including procedure development and implementation.
16. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
17. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
18. Participate in the City Emergency Management program including classes, training sessions and emergency events.
19. Follow standards as outlined in the Employee Handbook.
20. Produce an acceptable quantity and quality of work that is completed within established timelines.
21. Support and respect diversity in the workplace.

### **Other Functions**

1. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of procedures, practices and principles of police work.
- ◆ Advanced knowledge of the laws and regulations governing victims' rights.

- ◆ Advanced knowledge of psychological trauma of crime victimization and strategies.
- ◆ Working knowledge of grant research and application methods.
- ◆ Working knowledge of class/program preparation and presentation.
- ◆ Working knowledge of public/business administration practices and decision-making.
- ◆ Working knowledge of principles and practices of outreach, public relations and marketing.
- ◆ Working knowledge of administrative support functions.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Working knowledge of strategic planning methods with an emphasis on services.
- ◆ Advanced knowledge of English grammar, spelling, and arithmetic.

### **Skills/Abilities Required**

- ◆ Strong ability to work with police personnel when dealing with high stress and emotional situations.
- ◆ Advanced ability to establish and maintain effective working relationships with diverse employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to apply excellent internal and external customer service skills including customer problem resolution.
- ◆ Strong ability to organize and prioritize workload and projects.
- ◆ Strong skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to resolve problems or conflicting situations in a professional, timely and efficient manner.
- ◆ Strong ability to facilitate group processes and build consensus.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to perform analysis, draw conclusions and provide preliminary analytical reports.
- ◆ Strong ability to determine appropriate responses, resources, and staff necessary to resolve situations in a professional and successful manner including the ability to know what to refer to another position.
- ◆ Strong ability to participate on a team focused on producing high quality results.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public, including children.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use a word processing, spreadsheet programs, graphics design or other application software as required for position.
- ◆ Strong ability to use general office equipment.

### **Minimum Qualifications Required for Entry**

Bachelor's degree in Psychology, Counseling, Human Relations or related field and two years experience in a social service field, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

**Licensing/Special Requirements**

- ◆ Positions in this classification are required to possess a valid driver’s license.

**Working Conditions**

Regular focus on a computer screen; daily use of a keyboard or similar device; daily standing for prolonged periods; daily dealing with distraught or difficult individuals; frequent attendance at meetings or activities outside of normal working hours; regular contact with law enforcement personnel/environment; occasional operation of a motor vehicle on public roads.

**Classification History**

Created: August 3, 2010

Status: Beaverton Police Association  
FLSA: Non-exempt

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Department Head Signature

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Human Resources Signature

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Date

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Date