

VICTIM COMPENSATION SUPERVISOR

Definition

Under general direction, to plan, organize, and supervise the activities and staff providing assistance to victim of crimes applying for compensation reimbursement through the Victim Compensation and Government Claims Board.

Distinguishing Characteristics

The Victim Compensation Supervisor class is located within the Office of the District Attorney and receives general direction from the attorney-in-charge of the Victim Witness Services Program unit. The Victim Compensation Supervisor is distinguished from the Victim Compensation Representative in that the Victim Compensation Supervisor is assigned full supervision of a staff of Victim Compensation Representatives and other employees and is responsible for the overall effectiveness and compliance with state regulations and grant requirements.

Typical Tasks

- Supervises, trains, evaluates and disciplines subordinate staff; schedules, assigns and adjusts workloads;
- Interviews candidates and selects or recommends the selection of employees;
- Develops on-the job training programs; trains or delegates training;
- Interviews clients and assists in the preparation of victim compensation claims and cases;
- Verifies and evaluates information provided to determine eligibility for program services and processes claims payment through the state automated case management system;
- Monitors and ensures accurate preparation and timely submittal of claims to the California Victim Compensation and Government Claims Board for state reimbursements to victims;
- Evaluates policies, procedures and practices for effectiveness and consistency with department goals, state mandates and grant requirements; recommends and implements changes to improve operations;
- Provides consultation and guidance to subordinate staff on unusual, sensitive or complex case issues;
- Investigates and responds to inquiries from victims, witnesses, service providers and community groups regarding program eligibility and other service related questions;
- Attends regional training and meetings;
- Establishes and maintains effective working relationships with community organizations, government and private agencies, and the general public;
- Keeps staff informed of changes in legislation, policies and procedures and other agency requirements;
- Advises staff on appropriate representation of victims during hearings when claims are recommended for discussion or denial;

- Prepares departmental payroll and related reports and maintains records of overtime, vacation, and sick leave;
- Maintains accurate records and files related to the work performed;
- Prepares a variety of correspondence and reports;
- Performs other related duties as required.

Employment Standards

Sufficient education, training and work experience to demonstrate the ability to perform the above tasks and the possession and direct application of the following knowledge and abilities.

A valid California Driver's License is required prior to appointment and the ability to qualify for and maintain a County Driver's Permit.

Experience Note: The required knowledge and abilities would most typically be obtained by completion of high school and three (3) years experience as a Victim Compensation Representative, plus one (1) year of lead or full supervision responsibilities which provided the opportunity to train, review and evaluate work assignments of subordinate clerical staff.

Substitution: Completion of 20 semester units of college level coursework in Supervision and Management, Business Administration or a related field may be substituted for the one (1) year of the lead or supervisory experience.

Required Certification

Must successfully complete training requirements and obtain certification through the California Victim Compensation and Government Claims Board within twelve (12) months of employment or vacate the position.

Knowledge of:

- Principles of supervision, training, and evaluation;
- Statutes and regulations related to the California Victim Compensation Program;
- California Government Codes and Penal Codes which relate to victim/witness rights;
- Community resources and organizations available to victims;
- Interviewing techniques to elicit personal and financial information;
- Criminal justice procedures, functions and relationships of the criminal justice system, legal terminology, courts, and law enforcement agencies;
- Computer applications, such as word processing, spreadsheet and/or database.

Ability to:

- Effectively supervise, motivate, discipline and train staff;
- Plan, develop, organize and evaluate the activities of Victim Witness Services Program unit;
- Establish standards and review, assign and monitor work;
- Design and implement training programs;
- Make effective decisions and take appropriate action in a variety of work situations;
- Establish and maintain cooperative relationships with those contacted in the course of work;

Victim Compensation
Supervisor

- Interpret laws, regulations, and procedures and ensure compliance in all areas of responsibility;
- Communicate effectively orally and in writing.

New – CH