

## VICTIM COMPENSATION REPRESENTATIVE

### Definition

Under general supervision, to assist crime victims through the Victim Witness Services Program by providing benefit eligibility assessment, evaluation, verification and processing of compensation claims, in order to obtain reimbursement for financial losses as a result of crime.

### Distinguishing Characteristics

Victim Compensation Representative is a specialized working and journey level classification within the District Attorney's Office that is trained and certified to assist victims of crime in processing restitution claims for, but not limited to, financial loss from medical expenses, funeral expenses, mental health counseling, lost wages or profits and relocation expenses as a result of crime. The Victim Compensation Representative is distinguished from the Victim Compensation Supervisor in that the Victim Compensation Supervisor is responsible to supervise the operations and staff of the unit.

### Typical Tasks

- 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;
- Ensures claims are processed accurately, timely and efficiently;
- Investigates and responds to inquiries from victims, witnesses, service providers and community groups regarding program eligibility and other service related questions;
- Attends regional training, conferences, hearings, workshops and meetings;
- Establishes and maintains effective working relationships with community organizations, government and private agencies, and the general public;
- 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 perform the typical tasks listed above and demonstrate the possession of the required knowledge and abilities listed below.

Possession of a California driver's license required prior to appointment and the ability to qualify for and maintain a County Driver's Permit.

Experience Note: The required knowledge and abilities are typically attained through training and experience equivalent to graduation from high school and (3) years of increasingly responsible experience reviewing, verifying and determining eligibility for a publicly financed health or social service program or agency. Sixty (60) semester units with course work in Social Science, Behavioral Science, Criminal Justice, Public Administration or other closely related field may be substituted for two years of the required work experience on a year-for-year basis.

Required Certification:

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

Knowledge of:

- Eligibility requirements for benefits and services in accordance with state laws, regulations, policies, and procedures;
- Computer applications such as word processing, spreadsheets and data processing management systems;
- Interviewing techniques to elicit personal and financial information;
- Recordkeeping and reporting procedures.

Ability to:

- Maintain sensitive and confidential information;
- Read and interpret laws; apply and explain victim rights, rules, regulations, policies and procedures;
- Accurately gather, evaluate and analyze documentation to verify monetary losses to determine eligibility for compensation reimbursement;
- Effectively and sensitively interview to elicit personal and financial information in the preparation of appropriate forms;
- Meet the productivity standards promulgated by State Victim Compensation Government Claims Board;
- Work cooperatively and maintain a professional relationship with crime victims, witnesses, coworkers, law enforcement agencies, mental health service personnel, State VCGCB and other State, County agencies, organizations and members of the community;
- Organize and prioritize work load to process claims timely.

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