

Competency Profile of a Victim Services Liaison

TRAITS	KNOWLEDGE	SKILLS
Compassionate Diplomatic Empathic Enthusiastic Perspective sympathetic Tenacity Willingness to learn	Agency policy, procedure and practice <i>Community</i> Criminal Justice System Human Service Delivery Systems <i>Impact of crime on victims</i> Offender confidentiality Public information <i>Restorative Justice</i> Special populations <i>Statuses</i> Technology Victim confidentiality <i>Victims (definition)</i>	Communication, written and oral Conflict resolution <i>Dealing with difficult people</i> Diplomacy <i>Interpersonal communication</i> Listening Maintain balanced perspective <i>Management</i> <i>Organizational</i> Professional distance Public speaking Research Technology Telephone

Training Needs

Bold indicates major areas of training needs; Italicized indicates minor areas of training needs

PANELISTS

Denise Giles, Victim Services Coordinator
Maine Department of Corrections

Barbara Grissom, Director, Division of Victim Services
South Carolina Department of Corrections

Mark Lazarus, Victim Assistance Administrator
Florida Department of Corrections

Sandi Menefee, Victim Services and Restitution Branch
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DACUM is an acronym for Developing A CURriculum. It is a two day storyboarding process that paints a picture of what the worker does in terms of duties and tasks. It also highlights the traits, knowledge, and skills necessary for a particular occupation, and provides a definition of that occupation.

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NATIONAL INSTITUTE OF CORRECTIONS VICTIM SERVICES LIAISON

Occupational Analysis Profile



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Victim Services Liaison

Occupational Profile

A Victim Services Liaison provides services to victims by being a point of contact so that justice processes are balanced and responsive.

Duties		Tasks									
A	Provide Victim Services	A-1 Answer telephone calls	A-2 Assist with completion of Victim Impact Statement	A-3 Facilitate intervention of improper offender behavior	A-4 Develop security plan	A-5 Provide offender information	A-6 Explain Correctional/Criminal Justice system process	A-7 Provide individualized information	A-8 Provide opportunity for victim's discussion of crime	A-9 Provide victim referrals	A-10 Address community concerns regarding offender placement
		A-11 Seek victim input	A-12 Provide victim accompaniment	A-13 Facilitate the special conditions of parole	A-14 Maintain accessibility to victims	A-15 Assist victims with media issues	A-16 Service to crime victims during executions	A-17 Assist with form completion			
B	Provide Victim/Witness Notification	B-1 Disseminate information	B-2 Obtain information on offenders	B-3 Obtain victim information	B-4 Utilize victim database	B-5 Adhere to notification timelines	B-6 Generate victim notifications	B-7 Track offenders/notification	B-8 Provide victim and staff education and training	B-9 Insure confidentiality	B-10 Review and evaluation of process
C	Complete Administrative Functions	C-1 Develop and review policy and procedure	C-2 Utilize database	C-3 Program/data analysis	C-4 Document work activities	C-5 Keep management apprised	C-6 Fundraising/grant writing	C-7 Inter/intra agency collaboration	C-8 File setup and review	C-9 Conduct compliance audits	C-10 Compilation and updating of referral services
		C-11 Compilation and updating of referral services	C-12 Maintain fiscal expenditures	C-13 Verification of information	C-14 Supervise volunteers	C-15 Supervise support staff					
D	Provide Education and Training	D-1 Identify training needs	D-2 Identify training audiences	D-3 Solicit training/education opportunities	D-4 Develop training curriculum	D-5 Identify and select trainers	D-6 Coordinate delivery of training	D-7 Deliver the training	D-8 Evaluate training		
E	Provide Restitution Services	E-1 Advocate for use of restitution (by Criminal Justice system)	E-2 Clarify restitution process	E-3 Obtain copy of restitution order	E-4 Coordinate/mediate offender/victim restitution	E-5 Coordinate community service	E-6 Monitor offender payments	E-7 Facilitate collection and disbursement of restitution	E-8 Oversee collection of administrative fees	E-9 Compile restitution reports	
F	Provide Assistance to Staff Victims	F-1 Coordinate intra-agency services (i.e. EAP, workers comp)	F-2 Provide crime Victim Services	F-3 Provide staff training	F-4 Inform/provide victim notification	F-5 Monitor compliance with policy and procedures					
G	Maintain Professional Competence	G-1 Keep current on national/local issues	G-2 Attend appropriate trainings	G-3 Pursue professional certification	G-4 Network with allied professionals						