

DOMESTIC VIOLENCE AIDE

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Chief of Bureau - District Attorney, this class is responsible for providing information and supportive services to the victims and families of intra-family violence and/or child abuse in accordance with the requirements and procedures of the Domestic Violence and Child Abuse Bureau. Supervision is not normally a responsibility of this class.

EXAMPLES OF WORK: (Illustrative Only)

Interviews and conducts in-depth intake with clients who come to the Domestic Violence Bureau with complaints or who are victims in pending cases;

Assists ADAs in gathering investigative information such as statements from victims, witnesses, photographs of victim's injuries, subpoenas for relevant records (e.g. hospital, medical, business);

Provide referrals to victims and family members for advocacy and counseling services and provide information regarding crime victim compensation and shelter services;

Coordinate information gathering between courts, county agencies, medical providers and other police.

Explains the fundamentals of the criminal justice system to victims and witnesses of intra-family violence to prepare them for providing testimony, and counsels them on proper conduct and demeanor to be maintained during proceedings in appropriate courts of law;

Prepares written reports of incidents as well as necessary internal documents for case control and supervision;

Answers and responds to phone inquiries reporting spousal or child abuse and provides assistance, information, referrals and guidance as needed;

Follows-up, contacts and provides guidance and ongoing support to victims;

Conducts outreach activities and training for various County agencies;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments and tracking case loads and data;

Assist attorneys in preparing cases for court, such as preparing court files and sending correspondence.

Answer phones and respond to inquiries for assistance.

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Knowledge of community resources available to victims of domestic violence and child abuse; familiarity with office procedures and practices of an office dealing with people in crisis; ability to respond effectively to crises and to stress situations without personal involvement; ability to relate to persons in need of assistance from this program and the criminal justice system; ability to communicate effectively, both orally and in writing; ability to identify and maintain information critical to cases; ability to establish and maintain effective working relationships; ability to follow oral and written instructions; ability to use automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments; tact; emotional maturity; good judgment; resourcefulness; initiative; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) Bachelor's Degree* and two years experience providing direct services to clients in a community service, mental health, medical, legal or criminal justice setting or (b) Bachelor's Degree in criminal justice, human services or closely related field and one year experience as described in (a).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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J. C.: Non-Competitive†
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Job Class Code: C1621
Job Group: IX