

Job Title: *Victim Services Volunteer*
Department: Police
Status: Part-Time
Detail: This is an unpaid position. Selected candidates will volunteer for a minimum of one, six-hour shift per week with the Lakeway Police department Victim Services unit.

GENERAL PURPOSE

Volunteers with the Lakeway Police department Victim Services unit can assist the unit in a variety of ways based on the skillset and desire of applicant, as well as the needs of the unit at that time. Volunteers may assist the unit through administrative tasks (i.e. filing, answering phones, copying documents) or programmatic tasks (i.e. accompaniment of children/vulnerable adults, crisis intervention, criminal justice support and community referrals to crime victims, witnesses, survivors, and co-victims).

Volunteers will assist Victim Services staff by providing immediate assistance and/or follow-up responses to victims and witnesses of various criminal and crisis circumstances including, but not limited to: Aggravated Assaults, Child/Elder Abuse, Death Notifications, Family Violence, Major Traffic Accidents, Natural/Accidental Deaths, Robberies/Burglaries, Sexual Assaults, Suicides, and Structure Fires.

Volunteers must complete a comprehensive training program. Volunteers will also be accompanied on a series of calls before being cleared to take calls independently.

REPORTING RELATIONSHIPS:

Reports to: Victim Assistant Coordinator
Supervises: none

MAIN JOB TASKS AND RESPONSIBILITIES

- Provides crisis intervention and support services to victims; assists with issues resulting from victimization.
- Assesses the psychosocial status of victims.
- Provides information to victims related to crime and/or court case.
- Collaborates with law enforcement in service provision to crime victims.
- Coordinates referrals and provision of services to victims.
- On-call shifts on a rotating basis, which may include days, evenings, weekends, and holidays.
- Conveys a positive, professional image by action, communication, and appearance.
- Performs in a high-level customer service environment.
- Exhibits regular, reliable and punctual attendance.
- Performs other related duties as required/assigned.

- Abides by all Lakeway Police department and City of Lakeway policies.
- Must maintain a positive attitude with staff, citizens, and supporting agencies.

EDUCATION AND EXPERIENCE

- High school graduate or equivalent preferred.
- Prefer a minimum of one (1) year of part-time work and/or volunteer Victim Services experience, but not required we will train.

CERTIFICATIONS, LICENSES AND SPECIAL REQUIREMENTS

- Proof of citizenship and/or eligibility to legally work in the United States.
- 21 years of age or older.
- Obtain and Maintain valid Texas Driver's License with satisfactory driving record, as defined by City policy.
- Have a reliable and insured vehicle.
- Proof of automobile insurance.
- Have a working cell phone.
- Ability to pass a required background check.
- Availability in your schedule that would allow for a minimum of one 6-hour shift of on-call per week, four 6-hour shifts per month.
- Ability to make a one-year commitment to the Lakeway Police department Victim Services unit volunteer program.
- Ability to complete the specified training: Mondays and Thursdays (6 pm -9 pm), and Saturdays (9 am – 5 pm) for three consecutive weeks and one additional Monday night (6 pm – 9 pm).
- Attend regular supervision and /or monthly meeting and trainings with the Victim Assistant Coordinator.
- Volunteers of excellent moral standing who have the sensitivity and self-awareness required to provide effective assistance to those in crisis may be accepted into the program.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of the Microsoft Office Suite Software, databases, and a variety of software packages.
- Crisis stabilization techniques and resources.
- Advocacy groups, service providers, and community outreach services.
- Providing crisis intervention and other assistance to victims.
- Determining types of social services needed by victims.
- Obtaining information from victims and other sources.
- Problem solving and decision-making.
- Both verbal and written communication.
- Explain legal issues, terms, and court procedures.

- Work independently.
- Manage time well and meet timelines.
- Communicate effectively both verbally and in written form.
- Establish and maintain effective working relationships with crime victims, city employees, community outreach and other organization, clinical service providers, law enforcement personnel, and the public.
- Ability to act in the best interest of the City, maintain a high level of confidentiality, and continually strive to improve self and volunteer performance.
- Ability to learn new concepts and apply knowledge appropriately.
- Ability to perform effectively while working independently or as part of a team.
- Ability to complete 45 hours of Victim Services Volunteer training.

WORKING CONDITIONS and PHYSICAL REQUIREMENTS

- Work environment may be at home, in an office setting, or on scene when called out. Noise and temperature levels will vary.
- May be subject to high stress situations which include receiving details of criminal acts of violence as well as viewing reports and images of such violence.
- May work during late evening or early morning hours and/or weekends and/or holidays as necessary.
- The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Must possess the physical ability to work primarily with fingers, perceive the nature of sounds, make rational decisions through sound logic and deductive processes, express or exchange ideas by the spoken word, substantial movements (motions) with the hands, wrists, and/or fingers, and discern letters or numbers at a given distance.
- Additionally, the following physical abilities are required: hearing, manual dexterity, mental acuity, reaching, repetitive motion, speaking, talking, and visual acuity.

Nothing in this volunteer job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

This description reflects management's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned.

This volunteer job description may be changed at any time.

City of Lakeway is committed to compliance with the American Disabilities Act & Amendments Act. If you require reasonable accommodation during the application process or have a question regarding an essential job function, please contact the Human Resources Department at (512) 314-7508.

The City of Lakeway is an Equal Opportunity Employer.

Volunteer's Signature

Supervisor's Signature

Volunteer's Printed Name

Supervisor's Printed Name

Date

Date