



JOB DESCRIPTION
DOMESTIC VIOLENCE SPECIALIST
POLICE DEPARTMENT

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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CITY OF OPPORTUNITY

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position develops internal guidelines and an implementation plan for victim services, as well as external outreach materials regarding domestic violence (DV) prevention, victim rights and victim assistance services in Newport News. This position reports to a Police Sergeant.

ESSENTIAL JOB FUNCTIONS

The Domestic Violence Specialist will assist Newport News Police Department (NNPD) Officers to refer and help DV victims with access to personal and legal support, as well as other community-based providers and necessary resources to address concerns, remain safe and support a positive quality of life in Newport News. Recommends referrals for services through comprehensive knowledge of local services and resources, collaborates with service providers in the community, and serves as a client advocate in accessing services.

Works with the NNPD Domestic Violence Detectives to develop internal guidelines for engaging and providing victim services; develops and implements a plan for distributing external community outreach materials. Partners with NNPD Domestic Violence Detectives related to investigating reported cases; assists with coordinating crime scene clean-up efforts and post victimization trauma assistance with appropriate service providers.

Collaborates with Crime Analysts regarding statistical reporting. Organizes and tracks services provided to victims and their families, such as coordinated trauma-informed services in the Newport News Community; serves on interagency service assessment teams and evaluates effectiveness of community-based providers, resources and assistance provided.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups; and collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships. Assists victims with receiving services by providing professional referrals to service providers, and referring victims for legal support and other related resources. Also to include information regarding housing, mental health counseling, health care, childcare education, and other emotional and financial help.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Domestic Violence** – Knowledge of at-risk indicators to include issues facing the community that impact positive outcomes.
- **Community Resources** - Knowledge of community resources as related to educational, developmental, social, cultural, employment and recreational services.
- **Public Relations and Communications** – General knowledge of the principles, techniques and methods of public relations, marketing and communications. General knowledge of the proper methods and techniques of researching, preparing and disseminating public information.
- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy. Skill in working with graphics, document layout and other design elements to create visually appealing and easy to read and understand publications. Skill in producing electronic presentations and other materials.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with customers, employees, managers, and representatives from other departments and organizations.
- **Critical Thinking** – Uses logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.

REQUIRED ABILITIES

- **Time Management** – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- **Communication** – Excellent ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.

EDUCATION AND EXPERIENCE

Requires a Bachelor's in counseling/guidance, psychology, sociology, criminal justice or related field, and 3-5 years of progressively responsible related experience, or an equivalent combination of education and experience. Experience in victim assistance, social work, rehabilitation counseling desired.

ADDITIONAL REQUIREMENTS

Acceptable comprehensive background investigation to include a local, state, and sex offender criminal history check, as well as FBI fingerprinting.

A valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.