

JOB ANNOUNCEMENT

IMMEDIATE POSITIONS ARE AVAILABLE

(Victim/Witness Assistance Division)

Victim/Witness Navigator

(Clerk I)

(Salary \$1,604.25 – 1,824.75 biweekly)

(\$3,475.88 - \$3,953.63 approx. monthly)

THE POSITION

There is an immediate position available for a Victim/Witness Navigator. The candidate selected will assist victims of crime and their families in filing the California Victim Compensation Program application, answer questions regarding the application process and provide referrals for services in the community.

JOB DESCRIPTION

The V/W Navigator will provide assistance to victims of crime and their families by filling out the California Victim Compensation Program (CalVCP) application, assessing their immediate and long term needs, providing appropriate referrals to community or social service agencies and answering questions regarding the status of an existing CalVCP claim.

The V/W Navigator will be responsible for making follow up phone calls to victims with eligible CalVCP claims to assess their need for referrals to community resources for benefits approved by CalVCP. The V/W Navigator will perform general office duties such as answering phones, filing, scanning and maintaining data on spreadsheets for reporting requirements.

The position requires the V/W navigator assist victims or family members over the phone or in person on a drop in basis during office hours at the main Victim Witness office located in Oakland. The V/W Navigator must be dependable and demonstrate the ability to be flexible, when working as a team member with the V/W staff, to meet the needs of victims of crime and their families. The V/W Navigator must possess a thorough knowledge of the CalVCP application process and guidelines and Alameda County resources and services.

THE APPLICATION PROCESS

Applications will be screened for the most qualified candidates to participate in an oral interview. Candidates who are selected for the interview will be notified by telephone. Depending on the number of qualified applicants, a second interview may be required among the finalists for the position.

Requirements:

- Work experience in the field of victim services involving the provision of victim services, peer counseling, or equivalent social service skills.
- Valid CA driver's license.

Additional Requirements:

- Ability to communicate effectively orally and in writing with individuals and groups; public, private, and governmental agencies, particularly criminal justice agencies.
- Ability to communicate and deal effectively with individuals and groups in stressful situations.
- Ability to work effectively under conditions of limited supervision, high stress, and rapidly changing situations and circumstances.
- Ability to demonstrate sensitivity to the cultural/ethnic diversity of the service populations and to be sensitive to the needs of a special population; e.g. differently abled, young children, elderly, etc.
- Possess interpersonal, problem solving, and organizational skills.
- Ability to pass a background investigation intended to identify factors which may limit effective job performance and other areas consistent with office policy and practice.

Other Qualifications desirable in a candidate:

- Bilingual, oral and written skills
- Computer skills using Microsoft Excel, PowerPoint and Word

All applications must be submitted no later than 5:00p.m. Friday, March 13, 2020.

Contact Maria Lukan, Office Manager, at (510) 272-6179 to request an application.