

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: OMBUDSMAN II -
Victim Offender Mediation

SALARY GROUP: B19

DEPARTMENT: Victim Services Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Angie McCown DATE: 04/28/2015

POSITION #: 043047

I. JOB SUMMARY

Performs complex mediation work. Work involves assisting individuals in resolving various situations; preparing participants for conferences, hearings, and proceedings; investigating complaints; and training others. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Advises on and explains relevant state and federal rules, regulations, policies, and procedures relevant to victim assistance and other specific areas; provides information and assistance regarding agency programs; investigates complaints; and communicates with various groups on behalf of victims and offenders participating in the mediation process.
- B. Facilitates the sharing of information between victims and offenders; assists victims and offenders in the preparation of documents to facilitate mediation; schedules and conducts mediation between victims and offenders; and coordinates offender visits with appropriate agency or community supervision staff.
- C. Consults with various groups on issues and procedures concerning mediation proceedings; and assists in gathering and presenting information to coordinate funding, public support, and community involvement regarding volunteer mediators and victims.
- D. Assists in planning, implementing, and coordinating the recruitment and training of volunteers to serve as mediators.

* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Criminal Justice, Mental Health Counseling, Psychology, Social Work, or a related field preferred. Each year of experience as described below in excess of the required five years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Five years full-time, wage-earning criminal justice, mediation, ombudsman, social services, technical program support, or victim services experience.
3. Correctional custody, parole, or probation experience preferred.
4. Victim services experience preferred.

B. Knowledge and Skills

1. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
2. Knowledge of the principles and practices of counseling and mediation preferred.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill in administrative problem-solving techniques.
8. Skill in public address.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
10. Skill to prepare and maintain accurate records, files, and reports.

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11. Skill to conduct investigations.
12. Skill in mediation and dispute resolution.
13. Skill to train others.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.