

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: PROGRAM SPECIALIST I –  
Regional Victim Services Coordinator

SALARY GROUP: B17

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: Mary McCaffity DATE: 04/23/2018

POSITION #: 043074

**I. JOB SUMMARY**

Performs routine consultative services and technical assistance work. Work involves assisting in planning, developing, and implementing an agency program and providing consultative services and technical assistance to program staff, governmental agencies, community organizations, and the public; and training others. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Provides support and assists in the planning, development, and implementation of Victim Services programs; and assists in providing consultative services and technical assistance to crime victims, Parole Board members, agency staff, other agencies and organizations, and the public regarding Victim Services activities and operations to include Victim Notification, Victim Impact Statements, and Victim Impact Panels.
- B. Provides information to victims regarding offender status and parole review eligibility and crime victims' rights; works with crime victims to identify and address special needs in relation to the criminal justice process; and serves as a liaison between victim services and other departments, divisions, victims, organizations, agencies, and the public.
- C. Assists with preparing training and educational materials; and provides training and technical assistance on crime victims' rights, program services, policies, and procedures.

\* 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, Business Administration, or a related field preferred. Each year of experience as described below in excess of the required three years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Three years full-time, wage-earning criminal justice, program administration, or public administration experience.
3. Victim services experience preferred.

**B. Knowledge and Skills**

1. Knowledge of the principles, practices, and methods of public administration and management.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
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 in administrative problem-solving techniques.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
9. Skill to prepare and maintain accurate records, files, and reports.
10. Skill to review technical data and prepare technical reports.

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**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, calculator, copier, fax machine, dolly, telephone, and automobile.