

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: PROGRAM SPECIALIST III –
Crisis Response Intervention Support Program Coordinator

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: Angela McCown DATE: 03/02/2022

POSITION #: 043098

I. JOB SUMMARY

Performs complex consultative services and technical assistance work. Work involves planning, developing, and implementing an agency program; providing consultative services and technical assistance to program staff, governmental agencies, community organizations, and the public; and providing guidance to others. Works under general supervision with moderate 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 agency staff, other agencies and organizations, and the public regarding Victim and Employee Support Services activities and operations.
 - 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 with victim services and other departments, divisions, victims, organizations, agencies, and the public.
 - C. Serves as a liaison for agency staff requesting support; responds to workplace victimization, trauma, and crises; provides information and referral to services; and conducts follow-up outreach.
 - D. Coordinates peer support teams within designated region; facilitates ongoing team meetings and trainings; and coordinates team deployment to critical incidents within the agency.
 - E. Assists with preparing training and educational materials; and provides training and technical assistance on wellness, peer support, 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.
4. Peer support experience preferred.

B. Knowledge and Skills

1. Knowledge of the principles, practices, and methods of public administration and management.
2. Knowledge of 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, telephone, dolly, and automobile.