

LOS ANGELES COUNTY DISTRICT ATTORNEY'S OFFICE



VICTIM SERVICES REPRESENTATIVE I

JOB DESCRIPTION

This position reports to a Supervising Victim Services Representative (SVSR) within the Bureau of Victim Services (BVS) and is responsible for assisting victims and witnesses of crimes in obtaining various government mandated services (Direct Services Unit); and determining victim compensation benefits for crime-related financial losses through the California Victim Compensation Fund (Claims Verification Unit).

The VSR I and II positions are a paired class. VSR I employees who successfully complete their probationary period are eligible to be promoted to the level of VSR II.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

DIRECT SERVICES UNIT:

- Provides all mandated and optional comprehensive direct services pursuant to the Penal Code.
- Acts as the on-site Bureau of Victim Services (BVS) representative to deliver services and implement the Bureau's mission, goals, and objectives.
- Interviews victims, witnesses, and their family members to assess service needs, urgency of service delivery, and applicable compensation benefits; devise a plan to address service needs; and make appropriate referrals.
- Obtains and analyzes police reports and related documents to determine if a qualifying crime occurred.
- Provides emergency assistance and crisis intervention, including emergency funds, food, shelter, clothing, medical and mental health referrals, and funeral and burial assistance.
- Conducts follow-up services to ensure the personal safety concerns and needs of victims and witnesses are addressed: provides assistance with relocation, transportation, home security, restitution orders, and court protective orders. Assists victims and witnesses in obtaining information of offender release or change in custody status.
- Documents services and activities performed in the BVS Lotus Notes database.
- Prepares correspondence to facilitate communications with victims and witnesses and to coordinate services delivery with criminal justice and community-based service partners.
- Provides compensation filing assistance (e.g., reimbursement for relocation, medical and dental expenses, loss of income or wages, funeral costs, crime scene clean-up, and job rehabilitation) in compliance with California Victim Compensation Board (CalVCB) eligibility and benefit rules and regulations.
- Serves as a liaison between victims and witnesses, deputy district attorneys, and law enforcement officers (e.g., deputy sheriffs, police, probation, parole, and judicial officers) to promote victims' rights, services, safety, and well-being.
- Provides investigative updates, court support, criminal and juvenile justice orientation, case status updates, post sentencing notifications, safe waiting areas, and victim impact statement assistance for victims, witnesses, and their families.
- Conducts field visits to facilitate victim services delivery, and provide compensation filing assistance and follow-up services.
- Trains, directs, and reviews the work of volunteers, student workers, and interns.

- Communicates with employers and creditors to mitigate crime-related collateral consequences of victimization and/or participation in the criminal justice process.
- Conducts multiple presentations for community groups, schools, and public service agencies on available BVS services and victim compensation through CalVCB.
- Attends and participates in multi-disciplinary committees, inter-agency meetings, and other collaborative efforts as a representative of BVS and victims' rights and services.
- Attends and participates in multiple community events, fairs, and meetings to raise awareness about victims' rights and services and promotes interagency services for victims.
- Conducts cross training for criminal justice personnel, government, and community-based service providers and agencies about victims' rights and services.

CLAIMS VERIFICATION UNIT (CVU):

- Reviews, evaluates, and verifies victim compensation claims submitted to the BVS CVU.
- Determines and verifies each claimant's eligibility for CalVCB compensation benefits, reimbursement, and other applicable benefits in compliance with laws, rules, regulations, and policies established by the CalVCB and BVS.
- Sends notification letters to claimants and service providers to inform of decision or to request additional information.
- Reviews claims applications and documents for accuracy, compliance, and completeness. Interprets and applies relevant CalVCB criteria, rules, and regulations.
- Contacts victims, BVS Direct Services Victim Services Representatives (VSRs), law enforcement agencies, providers, insurance companies, and others to secure necessary documentation to process claims.
- Utilizes the State automated case management system, the California Compensation and Restitution System (CaRES) to determine the benefit amount to be paid on each claim. Documents all actions taken in CaRES.
- Conducts multiple presentations for community groups, schools, and public service agencies on victim compensation through CalVCB.
- Attends and participates in multi-disciplinary committees, inter-agency meetings, and other collaborative efforts as a representative of BVS and victims' rights and services.
- Attends and participates in multiple community events, fairs, and meetings to raise awareness about victim compensation and promote interagency services for victims.
- Conducts cross training for criminal justice personnel, government, and community-based service providers and agencies about compensation for victims and their families.