**Sample Victim/Witness Program**

**Volunteer Coordinator Job Description**

**JOB TITLE:**

**Volunteer Coordinator**

**GENERAL DESCRIPTION:**

The Volunteer Coordinator provides professional staff support to victim/witness staff; provides information on the criminal justice process; provides referral services; manages crisis calls and contacts; conducts research on victim assistance; and collects and reports data regarding victims of crimes. The Volunteer Coordinator may also be required to provide sound advocacy and courtroom assistance.

**QUALIFICATIONS:**

The Volunteer Coordinator should have the following skills and experience:

* High school graduate and/or an equivalent combination of education and experience
* Good verbal and listening skills, including the ability to communicate with and empower victims of all types of crimes
* Knowledge of victims’ rights and advocacy; as well as a knowledge of the VOCA funding guidelines and requirements
* The ability to work cooperatively with different types of personalities
* Knowledge and understanding of criminal justice issues and dynamics of individuals and families in crisis relating to various crimes against persons.

**ACCOUNTABILITY:**

The Volunteer Coordinator reports directly to the Victim/Witness Director, who is responsible for his/her performance evaluations.

**DUTIES & RESPONSIBILITIES:**

* Complete Victim/Witness volunteer training/orientation
* Assist in the recruiting, screening, interviewing and training of new volunteers
* Prepare and distribute required written materials and documentation as directed by Victim/Witness Director
* Help develop ongoing strategies for advocacy
* Review and distribute volunteer court reports; maintain case files in office
* Attend court hearings when possible and track court dates
* Provide assistance and consultation for victims as needed and when requested
* Assist in completion of volunteer/case stat sheets; enter data
* Attend staff meetings and assist in the evaluation of the program
* Attend in-service trainings and assist with coordination if requested
* Assist with victim witness appreciation/recognition events
* Provide office coverage as assigned by the Victim/Witness Director
* Complete work time sheets monthly
* Attend conferences/seminars/meetings as requested by the Victim/Witness Director
* Other duties as may be assigned