

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

**VICTIM SERVICES SPECIALIST
CLASSIFICATION SERIES**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions that provide direct services and information to victims of crime as required under Chapter 950, Wis. Stats. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses professional positions that, for a majority of time, provide direct statutorily required services to victims of crime and/or their families.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which meet the statutory definition of supervisor or management as defined in Wis. Stats. 111.81(19) and (13) as interpreted by the Wisconsin Employment Relations Commission.
2. Positions whose primary purpose is to provide direct services to inmates, residential clients, or other individuals under the care and custody of facilities managed by the State of Wisconsin and are more appropriately identified by other classification specifications..

3. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification Series

Entrance into positions in this classification series is by competition. Movement to the Victim Services Specialist Advanced level requires competition.

II. DEFINITIONS

VICTIM SERVICES SPECIALIST

These positions are located at the Department of Corrections and the Department of Justice and provide information, direct services, and assistance to crime victims and their family members. Positions at this level are assigned to work with victims statewide or in a specific geographical area of the state and provide services to victims and victim family members and witnesses of any and all crimes prosecuted in the State of Wisconsin. Positions may perform outreach to special victim populations such as the elderly, minorities, and victims of unsolved or un-prosecuted crimes. Positions provide information and referral, for victims, families and witnesses; provide criminal justice support/advocacy including crime victim compensation assistance. Work is performed under general supervision.

Representative Position:

Department of Corrections, Office of the Secretary: Positions report to the Director, Office of Victim Services and Programs, and are responsible, for providing parole process information, direct services and assistance to crime victims and their family members, post conviction, for any crimes prosecuted in the State of Wisconsin or to victims of Federal Crimes as appropriate. Positions provide information relative to the criminal justice system, the parole process, truth in sentencing, presumptive mandatory release, sentencing structure, mandatory release, community supervision, revocation process, and maximum discharge. Positions coordinate direct victim input into the parole process; coordinate face-to-face meetings between victims, and victim families, and the Parole Commissioners; prepare, accompany and debrief victims who attend parole interviews or who testify at revocation hearings. They function as a liaison between victims/victim family members and other criminal justice professionals and victim service providers such as District Attorneys, Parole Commissioners and Chair, Social Workers, Institution Security Personnel, County Victims/Witness Coordinators, Probation & Parole Agents and others.

Department of Corrections, Office of the Secretary: Position reports to the Director, Office of Victim Services and Programs, is responsible for providing services of information and referral, criminal justice support/advocacy, follow-up contact, crime victim compensation assistance, personal advocacy, group treatment/support and telephone contacts. Special emphasis is placed on providing criminal justice support and advocacy services to victims during the revocation process, coordination of support group services to under served victims; and reaching underserved victims including minority and elderly, and victims of unsolved or un-prosecuted crimes.

VICTIM SERVICES SPECIALIST- ADVANCED

These positions are located at the Department of Justice and are assigned duties similar to those described at the Victim Services Specialist level; however, positions must have state-wide scope in order to be allocated to this Advanced classification level. Positions at the Department of Justice have the sole

responsibility by statute to informally mediate crime victims' complaints in order to remediate the problem and also have responsibility for writing and managing grants, developing budgets and submitting program and fiscal reports regarding program operations. The work is performed under general supervision.

Representative Position:

Department of Justice, Coordinator of the Victim Resource Center: Direct services include information, referral, counseling, mediation, advocacy and intervention. The position: serves victims of crime who seek assistance specific to the problem of victimization; has responsibility for the enforcement of crime victims' rights statewide; has statutory responsibility to mediate crime victims' rights complaints to informally resolve victims' rights violations prior to victim seeking formal review via the Crime Victims' Rights Board; ensures that remedies are afforded to crime victims as required in Wisconsin Statutes, Chapter 950.08; ensures that advocacy efforts are made and that services are provided to crime victims in Wisconsin that contact the Department of Justice for assistance and/or intervention specific to the crime; provides advice to local community efforts in developing crisis response services; directs a statewide toll-free telephone system for receiving and responding to inquiries from crime victims; provides victim/witness services in cases litigated by the Department of Justice; oversees the development and delivery of crisis intervention services; oversees the Victim Appellate Notification Services system; and obtains funding for the operation of the Victim Resource Center.

III. QUALIFICATIONS

The qualifications required for positions in this classification series will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

A single level Victim Services Specialist classification was created effective October 16, 1994 and announced in Bulletin CC/SC-28. The single level classification was replaced by a two level series effective January 4, 1998, and announced in Bulletin CC/SC-80. This classification specification was modified effective February 14, 1999, announced in Bulletin CLR/SC-96; modified August 13, 2000, announced in Bulletin CLR/SC-116; modified effective March 11, 2001, announced in Bulletin CLR/SC-127.

This series was created October 12, 2008 and announced in Bulletin OSER-0227-MRS/SC in order to eliminate references to positions that no longer exist, rename the levels within the series and to clarify assigned duties at each level within the series. The specification was modified effective April 7, 2013 and announced in Bulletin OSER-0323-MRS/SC to add the Department of Justice to the entry level definition.

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