

HIDALGO COUNTY

INTAKE CLERK

GENERAL DESCRIPTION

Prepares all needed information required for presentation of the victim's court case. Provides information, referrals, crisis intervention, and support to eligible victims and victims' families through the Crime Victims Compensation program and assists with Texas VINE registration; Position requires a high level of confidentiality; Under the supervision of the Hidalgo County Criminal District Attorney's Office Victims Unit Program Director.

EXAMPLES OF WORK PERFORMED

Conducts preliminary intake interviews in person with new or returning victims to gather necessary information to determine eligibility for program (adult and child) services; assists victims in completing paperwork.

Verifies that there is a criminal case pending or filed with the District Attorney's Office and prepares forms for intake interview prior to a victim's intake appointment.

Acts as a liaison between victims, law enforcement personnel, County agencies, prosecutors, and advocacy agencies.

Refers victims/witnesses to appropriate agencies for a broad range of services and resources.

Provides orientation to victims and their families regarding court procedures; helps update victims and witnesses on the status of their case; Provides procedural information regarding upcoming appearances, and provide other court support as appropriate.

Assists victims in obtaining restraining orders, protective shelter, and community services.

Assists victims in applying for Program compensation as appropriate; Monitors victim cases and ensures timely resolution of issues; Works with Victims Advocate as needed to help facilitate claims processing.

Enters information into the Hidalgo County Criminal Justice database program and any other software program as assigned.

Provides necessary follow up to ensure the victim met with a victim advocate.

Prepares and maintains victim case files.

Performs office clerical duties to include answering reception telephone, making copies, faxing and other duties as assigned.

Logs and disseminates messages; Logs appointments for the Victims Unit staff.

Received and distributes incoming mail; Prepares and mails out indictment notices and all other outgoing.

Attends training programs to stay abreast of changing laws in victims services.

May participate in committees and or other related community outreach organizations.

Assists and coordinates advocacy events; On occasion, may attend outside/ after hours advocacy related events.

GENERAL QUALIFICATION GUIDELINES

Experience and/or Education

Bachelor's degree in psychology, social work, criminal justice or related field; or

Minimum 4 years experience in social work, criminal justice or related field.

Certificates, Licenses & Registrations

Applicant must have a current valid Texas operator's driver's license.

Must be able to be insured by the County's insurance carrier.

Knowledge, Skill, and Abilities

Must have experience with word processing and general knowledge of personal computers

Computer proficiency in Microsoft Word, Excel and Publisher and be familiar with other MS Windows products and related software.

Other Requirements

Must possess adequate social maturity and emotional stability to fulfill the functions of the position; Ability to respond with sensitivity and awareness to victims of crime.

Ability to follow and adhere to strict rules regarding the gathering, decimating, and storage sensitive crime victims" documents, reports, and other information; Ability to maintain full confidentiality concerning victims and their families.

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or government regulations.

Ability to read, write and speak both English and Spanish.

Skilled in crisis management; Ability to respond in a supportive way to people in crisis.

Ability to establish and maintain effective working relationships with other county employees and officials, representatives of victim/witness advocacy and assistance groups, court personnel, attorneys and the general public.

Ability to effectively present information and respond to questions from groups, supervisors and the general public.

Excellent interviewing and interpersonal skills.

Ability to plan and organize effectively.

Working knowledge of Texas laws pertaining to domestic violence and sexual assault, as well as the justice system's response to these crimes.

Familiarity with the network of social and legal services, resources and procedures available in the Hidalgo County area.

Position requires gathering, disseminating and storing sensitive crime victim's documents and offense reports.

**THIS IS A SECURITY SENSITIVE POSITION –
BACKGROUND INVESTIGATION IS REQUIRED FOR THIS POSITION**

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment

- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations