



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CRIME VICTIM COMPENSATION SPECIALIST	32	B	12.368

Under general supervision, review and determine program eligibility for financial assistance in compliance with statutory requirements of the Victims of Crime Program.

Review applications for assistance under the Victims of Crime Program to determine eligibility for program benefits, extent of the injury or financial hardship, and the amount and type of award sought by victims.

Contact victims and conduct comprehensive interviews to obtain statements involving crimes; obtain victim signatures on release forms to obtain medical records, police reports, employer verification of lost wages, and verification of insurance coverage or other sources of funding such as public assistance or the county sexual assault fund for which the victim may be eligible.

Perform field work to verify victim statements by contacting local law enforcement agencies, medical providers, employers and insurers to obtain copies of needed reports and records.

Review and interpret police reports, medical records and claims to determine if eligibility conditions exist in accordance with State law under the Victims of Crime Program; compare reports to victim statements to verify facts surrounding cases; and assess issues of provocation and consent or other actions by victims which may have contributed to the crime.

Determine eligibility and render written decisions, including orders directing payment of compensation and provide case files, rebuttal statements and testimony as needed for appellate level reviews.

Evaluate claim expenses and supplemental billings to determine which are eligible for compensation and which are inappropriate or exceed maximum allowed and calculate appropriate payments.

Prepare and maintain files, records and statistics and prepare periodic activity reports for management review.

Develop and maintain contacts within the community such as law enforcement officials, medical providers and other agencies providing support to victims to establish primary and secondary payor status; refer victims to other appropriate resources, and promote community awareness.

May supervise administrative support staff by providing input toward employee selection, conducting training, assigning and reviewing work, conducting performance appraisals and implementing disciplinary actions.

Conduct outreach presentations to the public, law enforcement officers and staff of various agencies regarding program objectives and related laws, rules, regulations, policies and procedures.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of experience conducting interviews and documenting findings; interpreting and explaining program rules, regulations, policies and procedures; gathering and analyzing information from various sources; and preparing reports and recommendations; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: interviewing skills; word processing, database and statistical reporting; oral and written communication skills. **Ability to:** interpret rules, regulations, policies and procedures; elicit information through interviewing and investigative techniques; make basic mathematical computations; use tact and good judgment when eliciting information from victims; write concise, logical, grammatically correct correspondence and reports to explain facts and render decisions for program eligibility under State law; speak on a one-to-one basis using appropriate vocabulary and grammar; read medical reports, crime reports and legal documents at an interpretative level and apply the information to eligibility criteria; effectively interact and work objectively with persons from a variety of social, cultural, economic and educational backgrounds; establish and maintain records in a confidential manner; document facts and prepare clear and understandable case notes; establish rapport and gain the trust of others.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: State law regarding eligibility requirements for the Victims of Crime Program; federal, State and local laws, regulations and ordinances applicable to victims of crime; supervisory principles, practices and techniques; potential collateral funding resources such as private insurance plans, workers' compensation and local sexual assault funds including their responsibilities and requirements. **Ability to:** work independently and follow through on assignments with minimal direction and within statutory time frames; make eligibility determinations for victims of crime compensation; establish and maintain cooperative working relationships with the public, law enforcement agencies, health care providers and employers.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

12.368

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