

County of Santa Cruz

INVITES YOU TO APPLY FOR:



VICTIM SERVICES REPRESENTATIVE

Bilingual (English/Spanish) Only

Supplemental Questionnaire Required

Open and Promotional
Job # 25-BY4-01

Salary: \$5,210 – 6,588 / Month

Closing Date: Friday, August 8, 2025

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Under general supervision, provide direct services to victims and witnesses of crime; establish and maintain working relationships with other criminal justice agencies and selective public and private human service agencies; provide information to victims and witnesses of crime about the criminal justice system; determine eligibility and monetary losses; conduct investigation and verification of the full range of Victims of Crime Compensation claims; and perform other work as required. The ideal candidates are strong communicators, adaptable to change, appreciate diversity and work well in a team. **The current vacancy is in the District Attorney's Office Victim Services Unit, in the advocacy function of this classification. The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Equivalent to completion of 60 semester units or 90 quarter units from an accredited college or university, which included at least 12 semester units or 18 quarter units in criminology, corrections, social work, psychology, sociology or other closely related social/behavioral science field.



AND

One year of experience in providing counseling or assistance to individuals in an agency which provides direct human services to the public which included interviewing, casework or one year of experience in claims review.

OR

Two years of experience in providing counseling or assistance to individuals in an agency which provides direct human services to the public which included interviewing, casework or two years of experience in claims.

Special Requirements: License Requirements: Possess and maintain a valid California Class C Driver License or the ability to provide suitable transportation that is approved by the appointing authority.

Background Investigation: Must pass a background investigation conducted by the District Attorney.

Other Special Requirements: Incumbents may be required to work outside of normal business hours. Independent travel may be required.

Knowledge: Working knowledge of techniques for gaining rapport with and cooperation of emotional and reticent individuals, who may be members of a variety of ethnic and socioeconomic groups; basic psychological dynamics of individuals in crisis; standard office procedures and record keeping practices; basic arithmetic and basic statistical methods and procedures; methods of organizing work and caseload management; and methods, practices and terminology used in accounting clerical work. Some knowledge of laws and procedures of criminal justice agencies as they affect the responsibilities and rights of victims and witnesses of crime; State and Federal agencies and programs that provide reimbursement and assistance to victims of crime; community resources available to victims and witnesses; and needs, attitudes, and problems of persons from a variety of ethnic and socio-economic backgrounds.

Ability to: Develop and maintain the confidence and cooperation of traumatized individuals; interpret, explain and apply laws, rules, and regulations related to victim services programs; relate to a wide variety of individuals from different socioeconomic, cultural and ethnic groups; review and evaluate data, weighing alternatives and determining the appropriate course of action; research, develop and use community resources; assess needs and refer victims and witnesses to the appropriate community agencies; communicate effectively both orally and in writing; establish and maintain cooperative relationships with victims and/or witnesses and their families, departmental staff, law enforcement officers, attorneys and community agencies and others contacted during the course of work; interact effectively with emotionally upset, hostile or uncooperative victims and witnesses; plan and organize work; coordinate volunteers providing support services for crime victims and witnesses; deal with graphic accounts of brutal crimes; prepare and maintain clear, concise and accurate correspondence, reports, records and other written materials; speak in public before a variety of groups and organizations; train and supervise volunteers and interns; work under stressful, time-defined filing requirements; prioritize tasks and manage a caseload with minimal supervision; understand the Government and Penal Code sections relating to the VOCF; effectively interview victims and/or witnesses, families and other individuals to obtain information on a variety of complex and sensitive subjects; input, access and analyze data using a computer; accompany victims and witnesses to locations away from the office, such as to homes, jails, or hospitals, in order to conduct interviews; analyze and evaluate financial losses resulting from injuries; and exercise initiative and resourcefulness in locating other assistance programs in order to facilitate reimbursement.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Human Resources Department, 701 Ocean Street, Suite 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Human Resources Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

VICTIM SERVICES REPRESENTATIVE – SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Please describe your experience working directly with persons in crisis, where your principal responsibility was to advocate on their behalf.
2. Describe your experience interpreting/applying regulations and policies to support clients in crisis, assisting them with reimbursement of financial aid and referral of human service programs in a direct service capacity.
3. Describe your experience working with the Criminal Justice System and California Victim Compensation Program.
4. Describe your public contact experience that demonstrates your ability to deal effectively with emotionally upset, hostile or uncooperative clients. Be specific about the type and frequency of the public contact.

EMPLOYEE BENEFITS:

ANNUAL LEAVE – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS – 14 paid holidays per year.

BEREAVEMENT LEAVE – 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – County pays for employee and eligible dependent coverage.

VISION PLAN – County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

H-CARE PLAN – Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.

County of Santa Cruz

www.santacruzcountyjobs.com

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WORK Here

PLAY Here