



Victim Compensation Officer

| CLASS TITLE | CLASS CODE | SALARY GROUP | SALARY RANGE |
|---------------------------------|------------|--------------|---------------------|
| VICTIM COMPENSATION OFFICER I | 5560 | B17 | \$42,976 - \$64,469 |
| VICTIM COMPENSATION OFFICER II | 5561 | B19 | \$48,244 - \$76,028 |
| VICTIM COMPENSATION OFFICER III | 5562 | B21 | \$54,278 - \$87,046 |

GENERAL DESCRIPTION

Performs crime victim compensation work determining victim eligibility, extent of injury, out-of-pocket wage losses, and eligible crime victim-related expenses. Work also includes identifying and interviewing appropriate stakeholders related to a crime victim's compensation program claim.

EXAMPLES OF WORK PERFORMED

Determines the eligibility of victims who apply for program benefits.

Oversees and coordinates analysis of assigned claims to determine legal authority for qualification under the program.

Gathers and analyzes information to determine the extent of injuries.

Reviews evidence to determine if injuries and medical treatment are a direct result of the crime, and that the cost of such medical treatment is actual, reasonable, and necessary according to established guidelines.

Analyzes invoices to determine payment eligibility and amount to award.

Analyzes reports and records to determine out-of-pocket wage loss.

Obtains and analyzes itemized bills to determine expenses.

Identifies and interviews appropriate victim advocates, law enforcement officers, prosecutors, or other interested parties to a program claim.

Obtains proof of costs of crime scene clean-up and determines whether costs are reasonable and necessary.

Maintains knowledge of the statutes, administrative rules, and policies regarding crime victims' compensation program-related matters.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level III may also perform work listed within the previous levels.

VICTIM COMPENSATION OFFICER I: Performs moderately complex (journey-level) victim compensation work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard and occasionally assist other staff in performing work of greater complexity.

VICTIM COMPENSATION OFFICER II: Performs highly complex (senior-level) victim compensation work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may be assigned highly sensitive or challenging victim-compensation matters, may coordinate or oversee the work of others, and may:

- Advise others on appropriate application of program-related policies, procedures, and applicable laws regarding the performance of victim compensation-related work.

VICTIM COMPENSATION OFFICER III: Performs advanced (senior-level) victim compensation work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level frequently utilize their specialized expertise to lead program activities and staff, may serve in a supervisory role, and may:

- Provide training on managing victim-compensation matters.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in victim compensation processes or related areas; or in criminal justice, crime victim support, or social service work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of the Crime Victims' Compensation Program and related rules, policies, and statutes.
- Skill in interviewing and communicating with victims, law enforcement, and medical personnel; in the use of standard office equipment; and in the use of a computer and applicable software.
- Ability to communicate effectively.

Additional for Victim Compensation Officer II – III levels

- Knowledge of the issues pertaining to victimization and the victim service delivery system in Texas.
- Ability to provide guidance to other victim compensation officers and program support staff.

Additional for Victim Compensation Officer III level

- Ability to supervise the work of others.