



Victim Support Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
VICTIM SUPPORT SPECIALIST I	5570	A12	\$33,840 - \$49,798
VICTIM SUPPORT SPECIALIST II	5571	A14	\$37,144 - \$55,134
VICTIM SUPPORT SPECIALIST III	5572	A16	\$40,918 - \$61,130
VICTIM SUPPORT SPECIALIST IV	5573	A18	\$45,521 - \$71,055

GENERAL DESCRIPTION

Performs support work related to the Crime Victims' Compensation Program utilizing the crime victim claims management system; researching, preparing, and processing program-related documents and information; and responding to requests from program stakeholders.

EXAMPLES OF WORK PERFORMED

Utilizes crime victim claims management system to create, maintain, verify, and update files; generate correspondence; and perform claim-related research.

Responds to inquiries from medical providers, victims, claimants, and advocates regarding the following: applications, claims, payments, status of bills, document verifications, and benefits information.

Disseminates general program information to crime victims, medical providers, and other stakeholders.

Receives, sorts, and routes program-related correspondence; and prepares correspondence for scanning.

Gathers, analyzes, and cross references documentation related to providers, victims, and claimants.

Performs preparation, research, and verification work on all program-related correspondence and records, including contacting appropriate law enforcement and medical personnel for necessary and sensitive claims-related documents.

Performs financial adequacy checks to establish collateral sources of funding and applies all collateral sources to eligible reimbursement amount.

Reviews medical documents to ensure they are complete, accurate, and meet the requirements of both internal policies as well as state and federal statutes.

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 IV may also perform work listed within the previous levels.

VICTIM SUPPORT SPECIALIST I: Performs moderately complex (journey-level) support work related to the Crime Victims' Compensation Program. Works under moderate supervision, with limited 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. Employees may respond to basic crime victims' compensation inquiries and process program-related documents.

VICTIM SUPPORT SPECIALIST II: Performs complex (journey-level) support work related to the Crime Victims' Compensation Program. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous level, may analyze program-related documents and information with limited instruction and direction from others, and may:

- Release completed program applications and attendant files for program eligibility consideration.

VICTIM SUPPORT SPECIALIST III: Performs highly complex (senior-level) support work related to the Crime Victims' Compensation Program. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment, and may occasionally receive instruction or assistance as new, unusual, or unique situations arise. Employees at this level may coordinate or oversee the work of others, and may:

- Explain and clarify program information internally, and identify appropriate program procedures and/or best practices to follow.
- Maintain comprehensive knowledge of the current program and associated policies, and guide employees on relevant policies and procedures.

VICTIM SUPPORT SPECIALIST IV: Performs advanced (senior-level) support work related to the Crime Victims' Compensation Program. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level frequently utilize their specialized expertise to support program staff with handling some of the most complex issues, and may:

- Evaluate the effectiveness of program practices and procedures and suggest improvements.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in the Crime Victims' Compensation Program or administrative support 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 office practices and administrative procedures, and knowledge of legal practices and terminology related to the Crime Victims' Compensation Program.
- Skill in the use of standard office equipment and in the use of a computer and applicable software.
- Ability to provide professional customer service and to communicate effectively.

Additional for Crime Victim Support Specialist III – IV levels

- Knowledge of the Crime Victim's Compensation Program and associated policies, procedures, rules, and laws.
- Ability to provide guidance to other support staff.