

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 6828510

Crime Victim Specialist 1, Grade 14	6828510
Crime Victim Specialist 2, Grade 18	6828520
Crime Victim Specialist 3, Grade 23	6828530

Brief Description of Class Series

Crime Victims Specialists at the Office of Victims Services (OVS) process compensation claims filed by victims of crime, or their survivors. These positions are in the competitive jurisdictional class.

Crime Victim Specialists 2 at the Division of State Police provide victim services in a State Police region and report to a sworn State Police officer. These positions are in the non-competitive jurisdictional class.

Distinguishing Characteristics

Crime Victims Specialist 1: entry level; reviews applications and related documents for completeness, gathers additional information, renders final decisions which includes expense and additional medical payments.

Crime Victims Specialist 2: Crime Victims Specialists 2 at the Office of Victims Services are first-level supervisors; supervise Crime Victims Specialists 1, review complex applications submitted by claimants, review cases completed by subordinates as needed and render those decisions.

Crime Victims Specialists 2 at the Division of State Police are advanced performance level, operating independently to provide victim services in a State Police region and report to a sworn State Police officer.

Crime Victims Specialist 3: second-supervisory level; supervises Crime Victims Specialists 2, plans, coordinates, and directs investigations, performs additional medical and application processing activities under higher level management, and reviews and renders decisions on claims exceeding the established threshold.

Related Classes

Workers Compensation Examiners receive and process injured workers' claims for benefits under the Workers' Compensation Benefits, Disability Benefits, Volunteer Firefighters' Benefits, Volunteer Ambulance Workers' Benefits, and Volunteer Civil Defense Workers' Benefits Laws and related rules and regulations.

Illustrative Duties

Crime Victims Specialists 1: evaluate compensation claims filed by victims of crime to determine whether compensation is payable; review and process compensation claims filed by crime victims or their survivors to determine claimant eligibility; communicate with victims, claimants, Victim Assistance Programs (VAP), law enforcement and/or District Attorneys' offices, doctors, hospital employees, insurance carriers and funeral homes; document in electronic case notes that a crime occurred and the claimant was an innocent victim of the crime; synthesize and evaluate all information received supporting eligibility determination or denial; render original and/or amended decisions based upon guidelines in OVS statute, regulations, and policy and procedures; process emergency award requests gathering necessary information to present to appropriate staff for approval/denial; review, evaluate and verify the validity of all medical expense documentation received, including causal relationship and claimant's responsibility for payment; determine loss of earnings or loss of support; approve payments to claimants and/or providers; determine need for vocational or occupational rehabilitation; prepare detailed reports and recommendations referring claimants to an Independent Medical Examiner; determine victim's Medicaid eligibility and verify provider participation in victim's insurance plan; and create training plan and provide training to the VAPs.

Crime Victims Specialists 2: review claims for quality control; handle complex claims and claimant issues; provide direction and support for interpretation of statute, claims processing and eligibility; review requests from claimants to reopen their claim or appeal decision; supervise staff who investigate essential personal property claims, personal injury and death claims; access Workers' Compensation and medical websites to determine coverage and case status; review training plan; provide training to VAP advocates and the general public; supervise and train Crime Victims Specialists 1; manage staff workload and perform the full range of supervisory duties.

When assigned to a Division of State Police Troop Headquarters, incumbents work closely with both police and local victim service agencies to best meet the needs of the victim. The positions assess the specific needs for each crime victim; provide crisis intervention, short-term counseling, and follow-up support; assist the victim with safety planning; assist the victim in applying for

and obtaining compensation; explain victim's rights, legal options and procedures; may accompany the victim throughout the criminal justice process and make home or hospital visits when necessary; provide information to the victim on case status; refer the victim to resources in the community, such as medical treatment, specialized counseling, emergency housing and legal services; coordinate training of and act as a resource for New York State Police field personnel; conduct community outreach and represent the program at local community events.

Crime Victims Specialists 3: supervise Crime Victims Specialists 2 and their staff; plan, coordinate, and direct investigations, train staff; prepare management reports to evaluate staff on claims processing; help develop, draft, and implement agency policy on compensation issues; provide direction and support for interpretation of statute, claims processing and eligibility; review documentation if necessary with subordinates on medical bills pertaining to causal relationship and questions on referrals to Independent Medical Examiners; review and render final decisions on claims exceeding the established threshold; approve or deny emergency award requests; access Workers' Compensation and medical websites to determine eligibility and case status; participate in appeal process, attend hearings and render decisions; liaise with community groups, law enforcement agencies, and/or other organizations providing in-person information on the services and programs offered to victims by the Agency; and ensure adequate staff coverage for continuity of operations.

Minimum Qualifications

Crime Victims Specialist 1

Promotion: one year of permanent service in a position allocated to Grade 6 or higher and satisfactory completion of a one-year traineeship.

Open Competitive: four years of experience providing direct service to crime victims*.

Substitutions: a bachelor's degree in criminal justice, criminology, sociology, social work, human services, or public administration may substitute for four years of experience; an associate's degree in criminal justice, criminology, sociology, social work, human services, or public administration may substitute for two years of experience.

Crime Victims Specialist 2

Promotion: one year of permanent competitive service as a Crime Victims Specialist 1.

Open-competitive and Non-competitive: Six years of experience providing direct service to crime victims*.

Substitutions: a bachelor's degree in criminal justice, criminology, sociology, social work, human services, or public administration may substitute for four years of experience; an associate's degree in criminal justice, criminology, sociology, social work, human services, or public administration may substitute for two years of experience.

Crime Victims Specialist 3

Promotion: one year of permanent competitive service as a Crime Victims Specialist 2.

*Qualifying experience: Direct service is defined as those services which immediately respond to the emotional and physical needs of crime victims, such as crisis intervention; accompaniment to hospital or court appointments; hotline counseling; emergency food, clothing, transportation, and shelter; and processing applications to the Office of Victim Services.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those that were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 2/2019