

VICTIM WITNESS SPECIALIST

Recruitment # 2506-2308-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	Friday, June 27, 2025
Filing Deadline	Friday, July 18, 2025
HR Analyst	Rebecca Bird + Jamie Heberer

INTRODUCTION

The City of Milwaukee is proud to employ a diverse workforce dedicated to delivering exceptional service to its residents. If you are passionate about being part of an inclusive team of public servants, we invite you to consider the following opportunity.

The Milwaukee Police Department (MPD) works closely with our community to help build sustainable healthy neighborhoods, free of crime and maintained by positive relationships. For more information about the MPD, please visit <https://city.milwaukee.gov/police>.

PURPOSE

The Victim Witness Specialist (VWS) supports and advocates for crime victims, co-victims, survivors, and witnesses.

ESSENTIAL FUNCTIONS

Victim, Co-Victim, and Witness Support

- Provide crisis stabilization and support services to crime victims, witnesses, survivors, and co-victims.
- Assist with identified concerns resulting from victimization trauma and determine which referrals and services are needed for recovery; coordinate arrangements and appointments.
- Assess the psychosocial status of crime victims, witnesses, survivors, and co-victims.
- Increase participation with investigations and the judicial process by educating and assisting victims and witnesses.
- Facilitate services for victims, co-victims, and witnesses in collaboration with intergovernmental agencies and groups.

Administrative

- Prepare and maintain statistical records.
- Record case file information and relevant documentation in the designated system.
- Coordinate and manage timely communication among co-victims, victims, witnesses, and various department personnel.

Community Outreach and Education

- Understand, uphold, and assist in the education and exercise of victims' rights per statutory and constitutional laws.
- Inform and train law enforcement, allied professionals, and the public about the trauma of crime victimization and the services offered by the VWS.

- Serve as a liaison with advocacy groups, clinical and other service providers, community outreach services, and law enforcement personnel.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Standard work hours are Monday-Friday, day shift, subject to occasional evening and weekend work.

NOTE: Candidates must pass an MPD background investigation and a drug test before being hired. Per the Criminal Justice Information Services (CJIS) security policy, your application will be rejected if you have been convicted of a felony.

MINIMUM REQUIREMENTS

1. Bachelor's degree in social science, behavioral science, social work, criminal justice, or a closely related field from an accredited college or university.
2. Two years of experience in counseling, social services, or criminal justice work.
3. Valid driver's license at the time of appointment and throughout employment.

Equivalent combinations of education and experience may be considered.

NOTICE: Please do not attach your academic transcripts to your employment application. The hiring department will verify candidates' education as part of the background screening process before extending any job offers.

DESIRABLE QUALIFICATIONS

- Master's degree in social science, behavioral science, criminal justice, or a closely related field.
- Crisis and trauma intervention experience preferred.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Knowledge of trauma response and crisis stabilization best practices.
- Knowledge of policies, practices, and procedures within the criminal justice system.
- Knowledge of advocacy groups, clinical and other service providers, and community outreach services.
- Ability to effectively utilize standard computer applications such as word processing, spreadsheets, and email.
- Ability to assess the psychosocial status of crime victims, witnesses, survivors, and co-victims.
- Ability to determine which referrals and services are appropriate based on assessed needs.
- Ability to develop advocacy programs.

Communication and Interpersonal

- Ability to effectively present and explain technical information, such as legal issues, terms, court appearances, and processes, to various, non-technical audiences.
- Ability to interview and perform evaluations on crime victims, witnesses, survivors, and co-victims to determine further services.
- Written communication skills to create credible reports and business correspondence.
- Ability to develop and maintain effective relationships with the public, elected officials, community groups, co-workers, and management.
- Ability to provide services in a culturally sensitive manner.

- Ability to work cooperatively and effectively with co-workers, co-victims, victims and witnesses whose backgrounds may differ from one's own.

Judgment, Responsibility, and Problem Solving

- Analytical and problem-solving skills to review and analyze data and provide informed decisions and conclusions.
- Demonstrated capacity to show empathy and resilience to support co-workers, co-victims, victims and witnesses in distressing situations while maintaining professional boundaries.
- Ability to demonstrate effective judgment and discretion in handling sensitive information.
- Ability to multitask and stay organized to meet varying deadlines.
- Ability to work independently with a high degree of initiative.
- Ability to maintain composure during stressful situations.
- Honesty, integrity, and the ability to maintain confidentiality.
- Ability to serve as an effective steward of City resources.

CURRENT SALARY

The current salary (PR 2GN) is **\$69,380-\$76,474** annually, and the resident incentive salary for City of Milwaukee residents is **\$71,462-\$78,768** annually. *Appointment above the minimum is possible based upon experience level and other qualifications and is subject to approval.*

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Wisconsin Retirement System (WRS) Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Paid Parental Leave
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 12 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job-related and will consist of one or more of the following: an evaluation of education, experience, and/or responses to supplemental questions; a written or performance test, a structured interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to structured interviews and performance examinations. Structured interviews may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE – The selection process will be held as soon as practical after the deadline listed above. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the City's needs have been met. Qualified applicants will be notified of the date, time, and place of the selection process components. Unless otherwise required by law, the City of Milwaukee will not provide alternative selection process dates or times. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting, <https://www.jobapscloud.com/MIL/>.
- If you need help completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO Code = 208

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.