



Milwaukee Police Department
Police Administration Building
749 West State Street
Milwaukee, WI 53233
<http://www.city.milwaukee.gov/police>

Jeffrey B. Norman
Chief of Police

(414) 933-4444

April 22, 2025

The Board of the
Fire and Police Commissioners
200 East Wells Street, Room 706
Milwaukee, WI 53202

RE: Request for Victim Witness Specialist Examination/Eligibility List

Dear Commissioners:

I respectfully request that your Honorable Commission refer this request to the Department of Employee Relations (DER) to conduct a recruitment, administer an examination, and provide an eligibility list for the position of Victim Witness Specialist as soon as administratively possible. The Victim Witness Specialist positions are essential civilian positions assigned to the Homicide Division and the Gun Violence Division of the Milwaukee Police Department. Under the direction of a Captain or their designee, this position is responsible for helping crime victims, co-victims and witnesses recover from victimization trauma, increasing victim and witness participation with investigations and the judicial process, enhancing emotional and social service needs of crime victims and witnesses, creating time and cost efficiencies through the coordination of appropriate victim and witness services, and informing and training law enforcement, allied professionals and the public about crime victimization trauma and the services offered by the Victim Witness Specialists.

Attached please find a job description for the Victim Witness Specialist position. Department representatives are available to assist DER staff in this matter. If you have questions regarding this matter, please contact Human Resources Representative Shrea Smith at (414) 935-7683.

Sincerely,

JEFFREY B. NORMAN
CHIEF OF POLICE

JBN:ss
Attachment

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 6/4/2024 / 4/21/25		2. Present Incumbent: (2 Positions)		Is incumbent underfilling position?	
3. Date Filled:		4. Previous Incumbent:		YES ☐ NO ☒ If YES, indicate Underfill Title in box 10.	
5. Department: Milwaukee Police Department		Bureau: Criminal Investigation Bureau Division: Homicide Division/Gun Violence Division		Unit: Section:	
6. Work Location: Police Administration Building, 749 W. State Street		Telephone: Email:		Work Schedule: Hours: / Days: M-F	
7. Represented by a Union? ☐ Yes ☒ No		8. Bargaining Unit: Non-Mgmt/Non-Rep If in District Council 48, which local?		9. FLSA Status (check one): ☐ Exempt ☒ Non-Exempt	
10.	Official Title: Victim Witness Specialist			Pay Range	Job Code
				2GN	
	Underfill Title (if applicable):				
	Requested Title (if applicable):				
Recommended Title (DER Use Only):				Approved by:	
				Date:	

11. BASIC FUNCTION OF POSITION: The Victim Witness Specialist positions are essential civilian positions assigned to the Homicide Division and the Gun Violence Division of the Milwaukee Police Department. Under the direction of a Captain or their designee, this position is responsible for helping crime victims, co-victims and witnesses recover from victimization trauma, increasing victim and witness participation with investigations and the judicial process, enhancing emotional and social service needs of crime victims and witnesses, creating time and cost efficiencies through the coordination of appropriate victim and witness services, and informing and training law enforcement, allied professionals and the public about crime victimization trauma and the services offered by the Victim Witness Specialists.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
100%	Provides crisis stabilization and support services to crime victims, witnesses, survivors, and co-victims and assists with identified concerns resulting from victimization.
	Assesses the psychosocial status of crime victims, witnesses, survivors, and co-victims and determines the types of referrals and services indicated. Coordinates the provision of referrals and services.
	Understands, upholds, and assists in the education and exercise of victims' rights per statutory and constitutional laws.
	Prepares and maintains statistical records. Records case file information and appropriate documentation in identified system.
	Serves as a liaison with advocacy groups, clinical and other service providers, community outreach services, and law enforcement personnel.
	Performs other job-related duties as assigned.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	•
	•
	•
	•
	•
	•
	•
	•
	•
	•
	•

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Captain of Police

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Immediate supervisor reviews completed assignments and projects. Employee establishes own work priorities and independently manages various operative programs.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties			e. Sign or approve work		
b. Outline methods			f. Make hiring recommendations		
c. Direct work in progress			g. Prepare performance appraisals		
d. Check or inspect completed work			h. Take disciplinary action or effectively recommend such		
Number Supervised	Job Title		Extent of Supervision Exercised <i>(Select those that apply from list above, a - h)</i>		

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)**i. Education and Experience:**

- Bachelor's degree in Social or Behavioral Sciences, Criminal Justice Administration, or a directly related field AND two (2) years' experience in counseling/social services or criminal justice work. Any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job will be considered.
- Master's degree in Social or Behavioral Sciences, Criminal Justice Administration, or a directly related field preferred.

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- Crisis and trauma intervention experience preferred.

ii. Knowledge, Skills and Abilities:

- Knowledge of policies, practices, and procedures within the criminal justice system.
- Knowledge of advocacy groups, clinical and other service providers, and community outreach services.
- Knowledge of trauma response and the ability to provide crisis stabilization and other assistance to crime victims, witnesses, survivors, and co-victims.
- Computer equipment skills to include word processing, spreadsheets, databases, and a variety of software packages.
- Possess problem-solving and decision-making skills.
- Possess verbal and written communication skills.
- Ability to assess the psychosocial status of persons served by interviewing and performing an evaluation process.
- Ability to determine types of referrals and services indicated for crime victims, witnesses, survivors, and co-victims and obtain information from persons served and other sources.
- Ability to explain legal issues, terms, court appearances, and processes.
- Ability to develop effective victim advocacy programs.
- Ability to train and supervise staff, student interns, and volunteers.
- Ability to work independently.
- Ability to manage time well and meet timelines.
- Ability to establish and maintain effective working relationships and communicate effectively with persons served by [Agency], employees and officials of [Agency], representatives of outside agencies and providers, and the general public.

iii. Certifications, Licenses, Registrations:

Valid State of Wisconsin Driver's License

- Other Requirements:

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

☒	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
☐	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
☒	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
☒	Kneeling: Bending legs at knee to come to a rest on knee or knees.

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☒	Crouching: Bending the body downward and forward by bending leg and spine.
☐	Crawling: Moving about on hands and knees or hands and feet.
☒	Reaching: Extending Hand(s) and arm(s) in any direction.
☒	Standing: Particularly for sustained periods of time.
☒	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
☐	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
☐	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
☒	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
☒	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
☐	Grasping: Applying pressure to an object with fingers and palm.
☐	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
☒	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
☒	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
☒	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
☐	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

☒	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
☐	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
☐	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
☐	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
☐	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

☒	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
☐	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
☐	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
☐	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating

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shift, etc. **Approximate Percentage of time performing field work:** 0%

CHECK ALL THAT APPLY:

☒	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
☐	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
☐	The worker is subject to outside environmental conditions: No effective protection from weather.
☐	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
☐	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
☐	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
☐	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
☐	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
☐	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
☐	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
☐	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

☐ Camera and photographic equipment	☒ Office Equipment (desk, chair, telephone, etc.)
☐ Cleaning supplies	☒ Office supplies (pens, staplers, pencils, etc.)
☐ Commercial vehicle	☐ Packing materials (boxes, shrink wrap, etc.)
☐ Data processing equipment	☒ PC equipment (monitor, keyboard, printer, etc.)
☐ Handcart	☒ PC software
☐ Hand tools (please list):	
☒ Office Machines (check all that apply): ☒ Copier ☒ Facsimile ☒ Calculator ☐ Cash register	
☐ Other (please list):	

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

Applicant must perform all of the above duties and responsibilities without any bias or prejudice against any person on the basis of race, religion, color, sex, national origin, age, disability, marital status, veteran status, citizenship, genetic information, or any other characteristic protected by law, and the applicant must perform and accomplish other duties as directed by [Agency].

M. I believe that the statements made above in describing this job are complete and accurate.

Signature of Department Head or Designated Representative

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