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Victim Liaison

JOB CODE	JOB FAMILY	PROFILE
JCV442	**Public Safety**	**Victim Liaison**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$21.15 - $30.13**	**April 10, 2026**

The Victim Liaison supports victims and witnesses of violent crimes by providing crisis intervention, case updates, and referrals to essential services. Acts as a key point of contact between victims/witnesses and the County Attorney's Office, ensures statutory rights are communicated and upheld, and facilitates information sharing in accordance with the Violence Against Women Act (VAWA).

Job Description

DUTIES AND RESPONSIBILITIES

- Provides information to the public, victims, and other departments using established directories and resources, including legal, linguistic, and community assistance.
- Delivers crisis intervention services to victims and witnesses to help reduce trauma and support emotional adjustment; offers short-term advice and follow-up referrals.
- Connects victims and witnesses with support services such as counseling, healthcare, protective services, childcare, food, shelter, and clothing.
- Assists the public with department-related activities, including completing forms, handling correspondence, responding to inquiries, and logging telephone communications.
- Prepares and maintains victim/witness case files, correspondence, impact statements, assessment reports, and other required documentation.
- Organizes case files for hearings or trials, including preparing exhibits and coordinating witness information.

- Reviews case records, forms, and automated file data for completeness and accuracy based on VAWA standards; reviews all violent crime cases involving intimate partner violence, sexual assault, and homicide received by the Sheriff's Office.
- Maintains and updates a case tracking database for the Investigative Unit, including records related to sexual assault, domestic violence, stalking, homicides, officer-involved shootings, cold cases, and related crimes.
- Answers phone calls; manages mail distribution; transcribes audio and video recordings; creates file labels and forms; drafts correspondence and reports.
- Represents the Sheriff's Department at meetings as assigned.
- Collects, maintains, and reports victim-related statistics for internal and external reporting requirements.
- Assists with delivering domestic violence training upon request from the department academy sergeant.
- Supports other Sheriff's Office units, including the Special Victims Unit (SVU), as needed.
- Assists SVU with tracking Sexual Assault Kit Initiative (SAKI) bags and coordinating survivor notifications.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Four (4) years of work experience in law enforcement or a legal role.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Employee must successfully complete a Sheriff Department background check.

WORKING CONDITIONS

- All essential duties are performed indoors.
- Duties are performed in a temperature-controlled environment.
- Duties are performed on an even surface, which may be carpeted or tile. Working surface is typically dry.
- Employee often works alone with general direction from supervisors.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Materials and products handled include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.