



The Department

The Town of Los Gatos and City of Monte Sereno communities have a combined population of about 34,000 residents who enjoy a high quality of life with low crime rates. The Los Gatos Monte Sereno Police Department is comprised of 59 sworn and civilian personnel and over 150 community volunteers. The members of the LGMS Police Department work hard to provide a full range of services and are committed to providing the highest quality service to our residents, businesses and visitors. We are proud of the relationship with our community and are constantly solidifying that relationship through partnerships, collaboration, and our individual contacts. The Police Department's vision include:

- **Building a highly competent, professional police department.**
- **Building community relationships.**
- **Engaging in community problem solving.**

We encourage you to visit our department website by clicking [here](#) to learn more about the LGMS Police Department.

The Los Gatos-Monte Sereno Police Department

is actively recruiting for volunteer positions with our Victim Services Unit. If you are interested in volunteering as a Victim Services Unit advocate, submit an application on-line by clicking [here](#).

Applications are accepted and reviewed on a continuous basis.

The Position

The Town of Los Gatos is currently recruiting for Victim Services Unit (VSU) volunteers to serve within the Los Gatos-Monte Sereno Police Department.

Example of Duties:

- Provide immediate field and office resources, outreach, and guidance to victims of crime by either personal contact, phone conversation, email, or letter. The VSU member would strive to identify the specific needs and refer them to the appropriate community resources or follow-up with the investigating Los Gatos – Monte Sereno Police officer; provide follow-up to assure victim's needs are being met.
- Advise and provide support for victims to reduce their stress and anxiety by keeping them informed of the status of cases; explain criminal justice and police procedures and be available to respond to their questions and concerns regarding the criminal justice process.
- Prepare victims of crime for their participation in the criminal justice system by educating them on the criminal justice process and the various steps involved.
- Establish and maintain a list of community referral and service agencies.
- Keep current of and interpret rules, regulations and policy regarding State victim reimbursement and restitution programs eligible per 13835 PC.
- Serves as a liaison between the victim and community resource agencies, police agencies and judicial agencies.
- Attend training or take part in available online training to stay current on issues, trends and developments in the field of victim services programs and resources. Attend and seek professional trainings to enhance current level of subject matter expertise.

Qualifications

A combination of experience, education, and/or training which substantially demonstrates the following knowledges, skills and abilities:

- Ability to maintain confidentiality, both internally and externally.
- Ability to develop and maintain positive and effective working relationships with other staff members, other agencies, and the public.
- Ability to deal tactfully, cooperatively and effectively with LGMS Police Department staff members and the public, including people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles.
- Attend trainings and complete online education sessions as required by annual training plan or at the request of a Department Supervisor.
- Gather and analyze data and draw logical conclusions and/or recommend an effective course of action.
- Communicate orally for the purpose of gathering sensitive, factual information from victims of crime.
- Maintain a calm nature under emotionally charged situations with an awareness of crisis intervention and recognition strategies.
- Ability to work weekends, holidays, evenings, and other irregular hours as needed.

Preferred working knowledge of:

- The laws, procedures and legal terminology used in the criminal justice system. Standard office procedures and record keeping practices.
- The various community agencies, organizations and individuals who provide assistance to victims of crime.
- State and federal agencies and programs that may provide reimbursement and assistance to victims of crime.
- Techniques used to counsel individuals under emotional stress.

Selection Process

All applications will be accepted through NeoGov on a continuous basis with periodic application screening.

Scan the code below or apply online at: <https://www.losgatosca.gov/1567/Victim-Services>



VICTIM SERVICES UNIT

The Town of Los Gatos is an Equal Opportunity Employer (EOE). Reasonable accommodations: Please call (408) 399-5739 at least five (5) days in advance of the selection process. The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.