

**DELAWARE DEPARTMENT OF JUSTICE
JOB OPENING**

Director of Victims' Compensation Assistance Program

Opening Date: February 2, 2018

Closing Date: February 16, 2018

Division and Location: Executive Offices, New Castle County

Paygrade: This position is open to attorneys and non-attorneys. Attorneys will be paid according to the DOJ Pay Plan as a Unit Head (\$112,393) and non-attorneys will be paid commensurate with experience within a Paygrade 18.

Job Responsibilities and Duties: Employee will serve as the Director of the Victims' Compensation Assistance Program ("VCAP") for the Delaware Department of Justice reporting directly to the Deputy Chief of Staff, with legal oversight provided by a Civil Deputy Attorney General. The position is based in New Castle County with travel to Sussex County and Kent County when necessary. The Director shall manage the agency staff and supervise the claims review process and payment of compensation to victims. The Director shall provide support to the Advisory Council for quarterly meetings and the Appeals Board, which is scheduled to meet monthly. The Director represents the Department of Justice at various meetings with public and private agencies. The Director is responsible for making sure that education and training is provided to police-based agencies, public and private social services, non-profit agencies and other medical and mental health providers who work with the VCAP program. The Director is responsible for overall administration of the VCAP program, which ensures both timely and accurate decisions on applications for benefits and payments to applicants and providers.

A major portion of assignments involve planning and organizing by the Director in order to manage diverse, yet interrelated areas within the Program.

Duties will include directing and managing VCAP personnel and offices from an administrative perspective. Strong management experience is required. The Director also works with the Department's Division Directors and other members of victims' programs internally and externally.

The Director will develop and implement policies, procedures and regulations that support the goals and objectives of VCAP. The Director manages and oversees the daily operations of the VCAP office and its staff of seven: 4 Investigators, 2 Administrative Specialists and 1 Fiscal Support Services Administrator. Staff review and verify claims applications and ensure that financial resources – such as the operating budget and the VCAP funding – is appropriately managed. The Director functions within the scope of applicable State and Federal laws governing VCAP. A significant aspect of the duties of

the Director is contact with legislators, police-based victim advocates, state agency staff, medical and mental health providers and the public, explaining the program objectives. The Director also develops integral contacts and provides all information when needed to ensure the VCAP program is in compliance with state and federal guidelines, regulations and legislation. The Director works directly with the staff to verify that all applications have been reviewed to meet the statutory requirements and to confirm that all payments made are appropriate. The Director is responsible for ensuring all federal and state reports are accurate and timely.

Strategic and tactical fiscal management includes preparation for the annual budget request, exercising authority over the Program expenditures and collaborating closely with the Department's Controller; preparation and execution of contracts for goods and services, ensuring all purchases are in compliance with State purchasing statutes.

Principal Accountabilities:

1. Is recognized as a member of the Department's executive management team providing support services statewide to all members of the public.
2. Plans, develops, recommends, evaluates and implements general operational policies and procedures.
3. Management of staff.
4. Collaborates with the Department's Controller to produce the annual Department Budget Recommendation to the Governor.
5. Prepares the Attorney General and provides an annual report for presentations before both the Budget Office and the Joint Finance Committee.
6. Serves as principal authority for authorizing expenditure of funds for operational needs of the Department to include: supplies, equipment, office furniture and telecommunications equipment.
7. Assists with legal contracts for goods and services to ensure that contracts are legally enforceable and in compliance with specific laws.
8. Frequent travel to Sussex and Kent County offices to facilitate accessibility and approachability of the Program.
9. Works closely with the Department's Human Resources on personnel management involving the Program.
10. Works closely with the assigned Deputy Attorney General on regulations and policies and statutory changes.
11. Promotes an atmosphere where the VCAP staff collaborate with the other public and private staff assisting crime victims and their families and ensures the VCAP office provides superior customer service to the public.

Minimum Qualifications:

Applicants must have education, training and /or experience demonstrating competence in the following areas:

1. Advanced degree (Master's, J.D.) preferred but a minimum of a Bachelor's Degree, preferably in a Human Services related field, is required.
2. Two years post education experience in a human services related field.
3. Knowledge and managerial experience in victims' rights, rules, regulations and experience in managing the administration of a program.
4. Comprehensive knowledge, skill and managerial experience in the development and oversight of program initiatives.
5. Ability to facilitate strategic planning sessions and the development of performance measures.
6. Experience with establishing goals, objectives and priorities for a Division-level operation.
7. Experience with planning, developing and implementing general operating policies and procedures.
8. Experience in effective staff supervision, training and leadership.
9. Experience in budget preparation and monitoring.
10. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
11. Ability to communicate courteously and effectively, both verbally and in writing.
12. Experience with and knowledge of Medicaid or health insurance claims payment procedures and billing.

Internal Delaware Department of Justice Applicants: Please submit an updated Resume or summary of work experience to the Director of Human Resources.

External Applicants: In order to be considered for this position, external applicants must submit Resume and the Delaware Department of Justice Application (please see link): <http://attorneygeneral.delaware.gov/executive/hr/job-application/> OR external applicants can mail Resume and the Delaware Department of Justice Application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6th Floor, Wilmington, DE 19801, OR E-mail to: DOJHR@state.de.us OR Fax to: 302-577-5866. EOE.