

**CITY OF CHATTANOOGA**  
**Classification Specification Title: Crisis Response Advocate**

**Department: Police**

**Pay Grade: GS.09**

**Supervision Received From: Director Victim Svcs Chaplain**

**FLSA Status: Non-Exempt**

**Supervisory Responsibility For: None**

**Established: 11/28/18**

**Revision Dates: 4/1/25;**

**12/27/24; 8/27/24; 10/20/23;  
1/11/23**

**CLASSIFICATION SUMMARY:**

Incumbents in this classification provide key direct services to victims and survivors of crime, to include follow-up, safety planning, notification of rights, referrals to Criminal Injuries Compensation and criminal justice advocacy. Incumbents work closely under the supervision of the Victim Services & Chaplains Coordinator.

**SERIES LEVEL:**

The Crisis Response Advocate is a stand-alone position.

**ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification; only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Remains current and knowledgeable of victim's rights, victim-centered practices and trauma-informed approaches to working with victims and survivors of crime.

Provides key direct services to victims and survivors of crime, which includes but is not limited to: follow-up, safety planning, notification of rights, referrals to Criminal Injuries Compensation and criminal justice advocacy.

Provides information concerning legal procedures and options; keeps victims informed about status of reports; assists victims through the court process by accompanying them to court if appropriate.

Completes follow-up with Victims of Crime regarding cases handled at the Patrol level, as assigned.

Completes Ride Alongs and/or Call-Out hours with Patrol Officers during the course of their shift in an effort to provide on scene support and services to victims of crime.

Provides community outreach and education to community groups, civic organizations and the general public concerning victims' rights, supportive resources and the criminal justice process.

Builds and maintains effective working partnerships with law enforcement personnel.



Attends departmental meetings, briefings and training as assigned.

Adheres to all documentation and charting requirements as dictated by the Unit's Standard Operating Procedures.

Submits both qualitative and quantitative reports that are in compliance with all grant requirements and departmental deadlines.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

#### MINIMUM QUALIFICATIONS:

Bachelor's degree from an accredited school in the field of social work, psychology, sociology or related field is required. One (1) to three (3) years of relevant experience in providing case management, community resources, advocacy, and conflict resolution or any combination of equivalent experience and education

#### LICENSING AND CERTIFICATIONS:

Bilingual in Spanish & English preferred.

#### KNOWLEDGE AND SKILLS:

Knowledge of best practices for victim needs, service, and care; best practices of trauma principles; implementation principles; law enforcement investigative procedures; local service agencies and services they provide; managing multiple cases; court trial procedures; adherence to confidentiality standards; and using computer and related software applications.

Skill in verbal and written communications; applying independent judgment; personal discretion; interpersonal skills as applied to co-workers, victims, and general public; active listening; multitasking; sufficient to exchange or convey information and to receive work direction.

#### PHYSICAL DEMANDS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

#### WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, 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.



**SPECIAL REQUIREMENTS:**

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.