

CITY OF CHATTANOOGA

Classification Specification Title: Director Victim Services Chaplain

Department: Police

Pay Grade: GS.14

Supervision Received From: Assistant Police Chief

FLSA Status: Exempt

Supervisory Responsibility For: Crisis Response Advocate,

Established: 10/01/18

LE Victim Coord I & II, Bilingual LE Victim Coord 1

**Revision Dates: 4/1/25;
10/20/23**

CLASSIFICATION SUMMARY:

Under minimal supervision, directs the daily operations of a complex victim/witness services division. Oversees and participates in the planning and development of policies, procedures and programs to accomplish goals and objectives. Oversees and performs managerial, consultative, technical and administrative work. Develops and recommends strategic plans and new program initiatives. Directs and prepares the annual budget.

SERIES LEVEL:

The Director Victim Services Chaplain 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.)

Directs, plans, organizes, implements, monitors and evaluates the overall operations, staff and functions of a complex victim/witness services division. Directs and facilitates conformity with State, Federal and Local Laws, policies and procedures.

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Directs management and staff, including hiring, training, performance evaluations, disciplinary actions and dismissals. Directs activities to be consistent with goals and objectives. Seeks and creates opportunities for improved performance, learning and development of staff.

Oversees and participates in development of policies, procedures, goals and objectives. Directs the scheduling of day-to-day operations and staffing for the division.

Develops strategic plans to accomplish goals and objectives and improve effectiveness and efficiency of services.

Provide oversight and guidance to management and staff and make recommendations on complex client issues.

Prepare, receive and review statistical and programmatic reports, monitor programs and interpret findings. Evaluate current programs, procedures and practices on an on-going basis. Plan and

develop policies, procedures and programs to enhance efficiency and effectiveness of operations and services. Research and develop grants for related programs.

Develops and oversees implementation of training programs for representatives of the criminal justice system, other staff and volunteers to enhance services provided to crime victims and witnesses.

Prepares and administers division budget. Monitors and approves budget expenditures to provide consistency with program goals and objectives. Ensures that expenditures are made within available funds.

Represents the agency in coordinating activities with various law enforcement, criminal justice, governmental and other agencies, victim advocacy groups, local, regional and statewide committees and the general public. Coordinates with agencies providing similar services to deliver and enhance the service needs of crime victims and witnesses.

Serves as a spokesperson to media and outside agencies for crime victim issues and related community outreach activities.

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.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Master's degree in Behavioral Science, Social Work, Criminal Justice or a directly related field AND six (6) years increasingly responsible experience in victim services or related work, including at least three (3) years mid-to-senior level supervisory or management experience, or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

Licensure Eligibility in the State of TN for LPC, LCSW, LMSW

KNOWLEDGE AND SKILLS:

Management and supervisory principles, practices and techniques, policies, practices, procedures and legal terminology related to the court system, Federal, State, Local and County applicable laws, rules, regulations and guidelines; standard practices in the area of assignment; criminal justice agencies and task forces; counseling and crisis stabilization techniques and resources; psychological concepts of good behavior, social adjustment and emotional stability; advocacy groups, clinical and other service providers and community outreach services; budget development, preparation, and monitoring; computer equipment to include word processing, spreadsheets, databases and a variety of software packages; business letter writing, grammar and punctuation, and report preparation.

Skilled in directing and managing others, including team building; problem-solving and decision-making; training, managing and evaluating the work of others; developing and monitoring budgets; preparing and making presentations; counseling and providing crisis and other assistance to clients; assessing the psychosocial status of clients; determining types of counseling, social service provider and other services indicated for clients; obtaining information from clients and other sources; both verbal and written communication.

Ability to direct, motivate, train, develop and evaluate staff; plan, assign, direct and evaluate the work of staff; reason and make judgments and decisions; manage time well, perform multiple tasks and organize diverse activities; explain legal issues, terms and court procedures; develop client advocacy programs; research, compile, analyze, interpret and prepare a variety of memorandums or reports; establish and maintain effective working relationships with departmental clientele, criminal justice system representatives, other representatives of outside agencies, other County employees and officials, community outreach and other organizations, clinical service providers and the general public.

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.