

CITY OF CHATTANOOGA

Classification Specification Title: FJC Survivor Support Specialist

Department: Executive Branch

Pay Grade: GS.09

Supervision Received From: Client Service Supervisor

FLSA Status: Non-Exempt

Supervisory Responsibility For: N/A

Established: 8/1/23

Revision Dates: 2/24/26;

4/2/25; 12/27/24; 10/20/23

CLASSIFICATION SUMMARY:

Incumbents in this classification focus on professional level work involving the provision of triage, navigation, support, referral and follow up within the Hamilton County Court System and Hamilton County Sheriff's Office. This position serves as the portal of entry and contact for clients in need of services that are identified and referred through the Lethality Assessment Program, and the court system. Work involves establishing a trusting relationship with clients and building collaborative relationships with Family Justice Center (FJC) partners and other community resources. The Survivor Support Specialist (SSS) will link clients to services based on information provided by the client or may accompany clients to court. The SSS will also provide safety planning, followup to ensure clients have connected with resources requested. Perform related duties as required.

NOTE: This is a 12 month grant-funded position with potential for renewal.

This position works closely with other members of the FJC and Office of Community Health Teams and all other workgroups and committees under the supervision of the FJC Client Service Supervisor.

SERIES LEVEL:

The FJC Survivor Support Specialist 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.)

Attends Hamilton County courts to receive referrals from court personnel or Judges and interview survivors to determine needs and potential services available, assisting clients in connecting to the various programs and services, and providing follow-up support in an effort to help clients understand and access the full range of services available.

Reviews and follows up within 24 business hours the Lethality Assessments submitted by the law enforcement office's and work in tandem with officers on any request for services.

Provide immediate emotional support and safety planning; needs/risk assessment, and referrals, court accompaniment and advocacy to victims of Domestic Violence, Sexual Assault, Elder Abuse, and Human Trafficking.

Provides information concerning options for filing criminal and civil orders of protection, drafting Safety Plans, helping victims identify and access appropriate services for themselves and their children if applicable.

Staff the High Risk Intervention Team and Advisory Team, make and review referrals, prepare case cover sheets, document follow up tasks, review any Order of Protection history for case review parties and flag for any high-risk indicators.

Build and maintain effective working partnerships with court clerks and personnel, judges, law enforcement personnel and local service providers.

Complete intake and develop an individualized service support plan for clients and provide the appropriate referrals to community partners.

Provide crisis intervention as needed.

Provide follow up services to assure on-going support and links to appropriate services that include the FJC onsite and offsite partners.

Support training and awareness activities of the FJC.

Maintain confidential client records.

May participate in meetings, seminars, conferences, training sessions and/or other related events in order to receive and convey information.

Enters and maintains data in an applicable database and/or other electronic systems.

Assist in training and oversight of volunteers and interns assigned.

Serve as backup for the navigator team.

Participate in evaluating program effectiveness.

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 in Social Work/Human Services or Criminal Justice or equivalent professional experience. Examples of relevant experience include working with victims of domestic violence and their children, victims of sexual assault, victims of child abuse and exploitation and victims of elder abuse.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

Bilingual in Spanish and English preferred.

KNOWLEDGE AND SKILLS:

Knowledge of Family Justice Center model, local and statewide domestic violence resources; customer service principles; problem-solving methods; and applicable Federal, State, and local laws, codes, regulations, policies, rules, and regulations. Knowledge of the criminal justice system and victim's rights. Knowledge of best practices relating to family violence which includes identification, safety, confidentiality, and program development.

Ability to work as part of a fast-paced multi-disciplinary team which includes the ability to establish and maintain effective working relationships with diverse persons including law enforcement, criminal justice professionals, social service agencies and other systems that impact service delivery for victims of child abuse, domestic and sexual violence, and elder abuse.

Skill in working independently or in a team environment; organizing, planning and prioritizing work; strong problem solving; excellent written and verbal communication; using a computer

and related software applications; building relationships; facilitating meetings; exercising good judgment and effective decision making; sensitivity to changing situations;
Ability to deal with persons experiencing stress and the ability to communicate effectively in challenging client situations with an understanding of the practice of trauma informed care.

PHYSICAL DEMANDS:

Positions in this class typically require: 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 a 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.