

# CITY OF CHATTANOOGA

## Classification Specification Title: Victim Services Advocate

**Department: Executive Branch**

**Pay Grade: GS.06**

**Supervision Received From:**

**FLSA Status: Non-Exempt**

**Supervisory Responsibility For: None**

**Established: 2/18/25**

**Revision Date: 4/4/25**

### CLASSIFICATION SUMMARY:

The Victim Services Advocate works with youth and adults who have been impacted by gun and street violence. This is facilitated by crisis intervention, case management, support, and advocacy for the individual and their family for a period of up to six months.

### SERIES LEVEL:

The Victim Services 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.)*

Demonstrates supportive behavior and role models positive appropriate interactions.

Maintains in-person contact with each active participant on a weekly basis, at minimum.

Provide direct case management and emergency support services to participants and their families in the community, hospitals, and offices.

Provide support and advocacy to the participant and their families through home visits, hospital visits, phone calls, criminal justice advocacy, and referrals to other support organizations.

Assist participants in accessing resources, such as Victim's Compensation, Short Term Disability, affordable healthcare, and mental health services.

Required to participate in team meetings and required training.

Engage with partner agencies to create a network of support for individuals and their families affected by violence.

Coordinates and facilitates activities for workshops and groups for program participants.

Required to act as a mandated reporter.

Works participants on violence prevention skills (i.e., anger management, conflict resolution, and other life skills.)

Using a strengths-based approach engages participants in strategies to improve participation in needed services.

Assists participants with setting and completing individual goals.

Assists participants with becoming involved in positive activities such as tutoring, counseling, employment, and recreation.

Documents service delivery to individuals and families impacted by violence in a timely manner as required by the program.

Attends regular supervision, team meetings, required training, and other professional workshops.

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:

High School Diploma or GED

LICENSING AND CERTIFICATIONS:

Valid Drivers License

KNOWLEDGE AND SKILLS:

Skilled in working in high-risk communities and high-risk individuals.

Knowledge of trauma-informed practice.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

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.