

CITY OF CHATTANOOGA
Classification Specification Title: Victim Services Specialist I -
Bilingual

Department: Police

Pay Grade: GS.09

Supervision Received From: Dir. Victim Svcs. Chaplain

FLSA Status: Non-Exempt

Supervisory Responsibility: None

Established: 8/21/18

**Revision Dates: 4/4/25;
12/27/24; 7/30/24; 10/20/23;
5/4/22**

CLASSIFICATION SUMMARY:

Incumbents in this classification provide key direct services to victims and survivors of crime, which includes but is not limited to assessment and intake, follow-up, safety planning, notification of rights, referrals to community resources, court accompaniment and criminal justice advocacy.

This is a grant funded position.

SERIES LEVEL:

This is the first of a two-level series.

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, court accompaniment and criminal justice advocacy.

Provides brief crisis stabilization and psychoeducational counseling to victims and survivors.

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

Assists victims of violent crimes, or survivors, in navigating the State of Tennessee's Criminal Injuries Compensation Fund for potential compensation or reimbursement that covers expenses associated with the 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.

May complete 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.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Social work, Psychology, Sociology or related field is required. One (1) to three (3) years of relevant experience in case management, community resources, advocacy, and conflict resolution activities. One (1) to three (3) years of relevant experience in case management. Bilingual in Spanish and English required. This is a safety-sensitive position requiring pre-employment background check, polygraph, drug screening, and fingerprinting.

LICENSING AND CERTIFICATIONS

A valid Driver's License.

SUPPLEMENTAL INFORMATION

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 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.