

CITY OF CHATTANOOGA
Classification Specification Title: Victim Services Specialist II

Department: Police

Pay Grade: GS.10

Supervision Received From: Director Victim Svcs Chaplain

FLSA Status: Non-Exempt

Supervisory Responsibility For: N/A

Established: 5/29/20

**Revision Dates: 4/4/25;
12/27/24; 7/30/24; 10/20/23;
1/11/23**

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.

SERIES LEVEL:

This is the second 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, witnesses 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, referrals to community resources 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 status of cases; assists victims and witnesses through the court process by accompanying them to court if appropriate.

Assists victims or survivors of crime in navigating the State of Tennessee's Criminal Injuries Compensation Fund for potential compensation or reimbursement that covers expenses

associated with the crime.

Provides supervision to Bachelor's and Master's level interns, which includes daily task supervision as well as supervision sessions that are compliant with the student's program of study. Additionally responsible for acting as a liaison between the student's academic advisor and the Department.

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:

Master's degree from an accredited school in the field of social work, psychology, sociology or related field is required. Three (3) to (5) five years of relevant experience in providing case management, community resources, advocacy, and conflict resolution. This is a safety-sensitive position requiring pre-employment background check, polygraph, drug screening, and fingerprinting.

LICENSING AND CERTIFICATIONS:

LPC, LMSW or LCSW eligible

A valid Driver's License.

SUPPLEMENTAL INFORMATION

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 a computer and related software applications.

Skill in verbal and written communications; applying independent judgment; personal discretion; interpersonal skills as applied to co-workers, victims, witnesses and the 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.