CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 630.1

Job Title: **VICTIMS ADVOCATE**

Pay Grade: 17

GENERAL SUMMARY:

Provides information on assistance and support services to victims and their families.

RESPONSIBILITIES:

- Provides victims, and their families, with support, referrals and information on victim rights, the judicial process, community resources and programs.
- May participate in a rotational, on-call, 24 hour crisis hot line providing community resource information.
- Develops and maintains a filing and tracking system covering disseminated information, referrals, requests, agencies, and concerns.
- Networks with local communities and agencies.
- Creates and revises documents, handouts and packets.
- Participates in special events and projects: National Crime Victims' Right's Week, Texas Victim Services Association, and National Police Week, etc.
- Performs special assignments as requested.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in Social Work, Counseling, Sociology, Psychology, or a related field.

EXPERIENCE:
One year of experience in community organizational work, social work, resource and referral services, or a closely related field are required.

SUBSTITUTION:
An Associate's degree or 60 hours of college credit and two years of verifiable professional experience in a field closely related to the position's duties and responsibilities, may be substituted for the Bachelor's degree requirement.

No substitution for experience.

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:
Errors in work cause some expense and inconvenience. Work is typically performed under close to moderate supervision of routine duties. The incumbent occasionally can function autonomously, with the lead or supervisor available to answer questions.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with citizens, visitors, and/or mid-level representatives of government agencies, guests', vendors and professional contacts with allied agencies. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:
The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description. Performs related work as required.

JOB FAMILY:

Victims Advocate
Senior Victims Advocate
Victims Advocate Supervisor

Effective: October 2019
Revised: February 2023