CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 630.2

Job Title: **SENIOR VICTIMS ADVOCATE**

Pay Grade: 19

GENERAL SUMMARY:

Provides comprehensive 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.
- Prepares comprehensive reports by compiling, reviewing, and analyzing data.
- Develops and maintains a filing and tracking system covering disseminated information, referrals, requests, agencies, and concerns.
- Creates and revises documents, handouts and packets.
- Conducts research, prepares, submits and manages grants.
- Networks with local communities and agencies.
- Participates and may be involved in the coordinating, planning, research, presentation, promotion, and evaluation 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.
- May function as a lead or provide work direction to others.

SPECIFICATIONS:

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

EXPERIENCE:
Three years 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 credits 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.

A Master's degree, in a closely related field, may be substituted the Bachelor's degree and two years' experience.

SPECIFICATIONS: (continued)

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents. Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors in work cause some expense and inconvenience. Work is typically performed under moderate to limited supervision and within standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:
May occasionally lead or provide work direction for others.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with clerical and technical staff and occasionally with professionals and supervisors. 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