CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 630.3

Job Title: **VICTIMS ADVOCATE SUPERVISOR**

Pay Grade: 22

GENERAL SUMMARY:

Supervises, coordinates and assists staff in providing comprehensive information on assistance and support services to victims and their families.

RESPONSIBILITIES:

- Supervises, organizes, trains and evaluates staff.
- 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 implements processes and procedures for continuous evaluation of the program.
- Prepares comprehensive reports by compiling, reviewing, and analyzing data.
- Manages a filing and tracking system covering disseminated information, referrals, requests, agencies, and concerns.
- Maintains local community and agency networks.
- Manages grant processes.
- Investigates unusual issues encountered by employees: respond to calls from the general public that may extend beyond the normal scope of subordinates' responsibilities.
- Participates in the coordinating, planning, research, presentation, promotion, and evaluation of 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:
Four years of experience, with one year supervisory, in community organizational work, social work, resource and referral services, or a closely related professional field are required.

Substitution: An Associate's degree 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.
No substitution for one year supervisory experience.

SPECIFICATIONS: (continued)

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

IMPACT OF ACTIONS:
Errors in work could lead to moderate expense and inconvenience. Work is typically performed under limited to general supervision. The incumbent at times works form broad goals and policies. In addition, the incumbent may have some participation in setting work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, and pay changes of non-supervisory personnel.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors and occasionally with Managers and Assistant Directors. 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