



## CLASS TITLE | VICTIM SERVICES ADVOCATE

PAY GRADE: AT-28 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Effective Date: 07/02/2025

CLASS CODE: 6576

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**PURPOSE OF THE CLASSIFICATION:** Under general supervision serves as an advocate for the rights and protection of crime victims; provides guidance to crime victims from the time of crisis by arranging a variety of support services to promote healing and recovery and educating victims regarding their rights, resources, safety, and the criminal justice system; working cooperatively with other community resources to provide necessary crisis intervention services and referrals to crime victims; and engaging directly with crime victims while acting as a liaison between victims and law enforcement; and other related assigned duties.

### ESSENTIAL TASKS:

- Functions as point of contact/liaison between law enforcement and victims
- Identifies needs and concerns of crime victims and coordinates connectivity focusing on victim-centered services that are accessible and appropriate for every crime victim seeking assistance
- Maintains a high level of professionalism and ethical conduct and engages with crime victims using a respectful approach that honors who they are individually and focuses on meeting their needs
- Responds to the public's and/or media inquiries regarding issues involving the crime victim advocate program
- Educates the community regarding the crime victim advocate program
- Maintains an effective tracking system to monitor case status and provide updates to law enforcement and crime victims
- Provides information required for proper grant documentation compliance and program record keeping
- Attends training as required to effectively serve crime victims and meet requirements of the position
- Assists primary and secondary victims of crime to stabilize their lives post victimization
- Empowers victims to understand and participate in the criminal justice system
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. (a) Completion of one hundred twenty (120) credit hours from an accredited college or university in coursework related to the requirements of this job description; **and,**  
(b) One (1) year of experience relevant to the essential tasks listed in this job description



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2. (a) Completion of sixty (60) credit hours from an accredited college or university in coursework related to the requirements of this job description; **and**,  
(b) Three (3) years' experience relevant to the essential tasks listed in this job description

### Knowledge, Abilities and Skills:

#### Knowledge of:

- Best practices in providing trauma informed services to victims of crime
- Interviewing and intervention techniques
- State laws governing crime victims
- Available resources and crime victim related services

#### Ability to:

- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in stressful situations, which require a high degree of sensitivity, tact, and diplomacy
- Discreetly handle sensitive and confidential information
- Understand and influence the behavior of internal and external customers in order to achieve job objectives and cause action or understanding

#### Skill in:

- Public speaking
- Adult instruction
- Coordinated community response

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 10 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting. Position requires some evening work and travel to various City locations to attend community meetings, public speaking engagements and conduct victim interviews.

**EEO Code: N-02**

**Group: Clerical and Administrative**

**Series: Personnel Management**