



CLASS TITLE | VICTIM SERVICES COORDINATOR

PAY GRADE: EX-40 | www.cityoftulsa.org/pay

Class Code: 1268

Effective Date: 09/27/2023

PURPOSE OF THE CLASSIFICATION: Under general direction oversees the daily operation and supervises non-sworn personnel in the Victim Services unit, ensuring that all victim advocates deliver trauma informed services to crime victims, required services for recovery are received and works directly with community partners and law enforcement to provide necessary services; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Plans, assigns, trains, and directs the work of subordinate employees engaged in working with victims of violent crime
- Supervises and reviews the daily activities of victim advocates, to include monitoring job performance and initiating appropriate strategies to correct performance deficiencies when needed
- Creates and coordinates the training and development of victim advocates and Tulsa Police Department (TPD) offices to ensure crime victims receive access to advocacy and services
- Prepares policy and procedural manual for the Victim Services Unit (VSU) and implements updates as needed
- Prepares administrative performance reports for the VSU administration, as required and requested
- Coordinates with community partners as it relates to the VSU and their mission to expand the referral base for crime victims
- Reviews victim advocate performance to ensure crime victims receive effective trauma informed advocacy
- Develops and delivers presentations for community events to ensure community members are informed of VSU programs
- Serves as point of contact for all issues involving the VSU, handling all requests from staff and the community
- Prepares yearly Victims of Crime Act (VOCA) grants, including monthly and quarterly reports and participates in internal and external grant audits as needed
- Reports 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 the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of one hundred twenty (120) hours from an accredited college or university in coursework related to the requirements of this job description; **and,**
- (b) Four (4) years of experience relevant to the essential tasks listed in this job description; **including,**
- (c) Three (3) years of supervisory experience in criminal justice or social services **or** experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of victim advocate roles and responsibilities in a law enforcement-based Victim Services Program
- Considerable knowledge of the Oklahoma Crime Victim Compensation Fund Program



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- Considerable knowledge of state laws pertaining to crime victims
- Considerable knowledge of program development and administration
- Considerable knowledge of methods, techniques and technical terminology used in grant applications and contracts

Ability to:

- Train advocates in all aspects of the VSU
- Provide weekly, monthly, and yearly administrative reports
- Establish community partnerships and continually increase referral base for crime victims
- Conduct trauma informed crime victim interviews and provide services to meet individual and unique needs
- Understand and influence the behavior of internal and external customers to achieve job objectives and cause action or understanding

Skill in:

- Supervision of a program
- Adult instruction
- Coordinating community response
- Public speaking
- Program development

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, 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