



## CLASS TITLE | LEAD VICTIM SERVICES ADVOCATE

PAY GRADE: EX-32 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Effective Date: 07/02/2025

CLASS CODE: 1296

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**PURPOSE OF THE CLASSIFICATION:** Under general supervision, serves as a senior advocate for crime victims, leading complex cases, supporting team coordination, and promoting trauma-informed care; assists with training, compliance, and improvement efforts; and performs other related duties as assigned.

### **ESSENTIAL TASKS:**

- Serves as a senior liaison between victims and law enforcement
- Leads case coordination for complex, sensitive, or high-profile incidents involving victim services
- Provides leadership and mentoring to victim advocate staff, assisting with training and skill development
- Reviews reports, documentation, and case notes to ensure consistency with policy, grant requirements, and best practices
- Develops and delivers training for internal and external customers on trauma informed response and victim advocacy
- Assists with scheduling and coordinating unit activities, including staff coverage and field response planning
- Represents the Victim Services Unit (VSU) in meetings and outreach events as required
- Works closely with management to recommend process improvements and identify service gaps
- Maintains strong knowledge of applicable victim rights laws, department protocols, and community resources
- Collect and compile case data and contribute to program evaluation, grant reporting, and audits
- Maintains confidentiality and professionalism while managing sensitive information and emotional situations
- 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:

- (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) Two (2) years' experience relevant to the essential tasks listed in this job description;
- (c) One (1) year lead or supervisory experience *preferred*



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### ADVANCED EDUCATION INCREASE OPPORTUNITY

- Employee will be eligible for a 5% increase for possession of a master's degree in social work (MSW).

#### Knowledge, Abilities and Skills:

##### Knowledge of:

- Strong knowledge of trauma-informed care, crisis intervention, and crime victim rights
- Strong knowledge of state laws pertaining to crime victims
- Interviewing and intervention techniques

##### Ability to:

- Work independently in high-pressure situations while providing leadership to peers
- Interpret and explain laws, regulations, and department policies related to the VSU
- Provide administrative reports, use case management software and document services accurately
- Utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate internal and external customers

##### Skill in:

- Building rapport with diverse populations and navigating emotionally charged environments
- Clear and compassionate communication skills
- Adult instruction
- Public speaking

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: E-02**

**Group: Clerical and Administrative**

**Series: Personnel Management**