



Code: 3099

Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Relations

CLASS TITLE: HATE CRIME VICTIM ADVOCATE

CHARACTERISTICS OF THE CLASS

Under direction, provides counseling and social service assistance to individuals affected by Hate Crimes and participates in mediating of community tensions and intergroup conflicts citywide; and performs related duties as required

ESSENTIAL DUTIES

- Works with racial, ethnic, religion and social groups to identify concerns causing tensions and to develop plans for resolving them
- Advocates to the public at community organizations to inform individuals of the various law, statutes, and penalties related to deter/eliminate Hate Crimes from occurring
- Educates individuals concerning activities and behaviors that are identified as Hate Crimes and on the prosecution guidelines/penalties levied for Hate Crime violations
- Networks with the Civil Rights unit of the Police Department setting up education workshops within the police department to educate sworn staff
- Reviews police reports, identifies, and contacts victims to offer advocacy services provided by the Commission on Human Relations (CHR)
- Schedules in-home meetings to counsel victims regarding their options for services that are available to assist victims
- Provides victims support through the court system providing guidance to victims through their interactions with the police and state attorney's office
- Establishes networking relationships with an array of outside advocacy groups in areas related to health care, social and legal victim support services
- Collaborates with various agency representatives providing information of their services and targeting specific areas of interest pertaining the needs of the victim
- Verifies that relevant assistance was provided and that adequate advocacy support was provided to victims
- Coordinates the department's involvement requiring interaction with Chicago area Business owners to provide education on areas such as accessibility and other topics affecting customers/patrons with disabilities
- Mediates between disputing groups to resolve conflicts and tensions
- Creates and facilitates workshops and forums addressing issues of intergroup conflicts and tensions, discrimination and cultural diversity

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

Minimum Qualifications

Education, Training, and Experience

- Eight (8) years of community or social service work experience, **OR**

- Graduation from an accredited college with an Associate's degree in the Social Sciences or a directly related field, plus six (6) years of community or social service work experience, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or a directly related field, plus four (4) years of community or social service work experience, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in the Social Sciences or a directly related field, plus three (3) years of community or social service work experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment

WORKING EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- the principles of human behavior and socialization
- various communities and social groups within the city
- mediation techniques and practices used to resolve biases and intergroup tensions
- applicable federal, state, and local laws, statutes, regulations, and guidelines pertaining to Hate Crimes
- applicable computer software packages and applications

Moderate knowledge of:

- social services programs and resources

Knowledge of applicable City and department policies, procedures, and regulations

Skills

- **ACTIVE LEARNING** – Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **COORDINATION WITH OTHERS** - Adjust actions in relation to others' actions
- **SERVICE ORIENTATION** - Actively look for ways to help people

Abilities

- **COMPREHEND ORAL INFORMATION** – Listen to and understand information and ideas presented through spoken words and sentences
- **SPEAK** – Communicate information and ideas in speaking so others will understand
- **COMPREHEND WRITTEN INFORMATION** – Read and understand information and ideas presented in writing
- **RECOGNIZE PROBLEMS** – Tell when something is wrong or is likely to go wrong

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- STAMINA – Demonstrate energy and stamina to accomplish work tasks
- DEPENDABILITY – Demonstrate reliability, responsibility and dependability, and fulfill obligations
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job

All employees of the City of Chicago demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
November, 2018; April, 2025