



Code: 3520
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Social Service

CLASS TITLE: DOMESTIC VIOLENCE ADVOCATE

CHARACTERISTICS OF THE CLASS

Under supervision, the class serves as an advocate for victims of domestic violence, assessing domestic violence situations, and providing support and on-going assistance to victims, and performs related duties as required

ESSENTIAL DUTIES

- Receives complaints or referrals of domestic violence and determines the nature, extent, and severity of cases
- Contacts victims directly to provide crisis intervention services
- Assesses the degree of risk or danger involved in order to determine the need for an order of protection
- Counsels victims on available domestic violence programs and services
- Assists victims in developing a safety plan and assessing social service resources
- Accompanies or refers victims to criminal or civil court advocacy services for order of protection hearings
- Develops case plans for follow-up on 30, 60, and 90 days intervals to determine if the victim is satisfied with the level of services, provide status updates on their case, and to assess the need for further assistance
- Provides escort and information services to victims during the course of disciplinary investigations or court proceedings
- Acts as a liaison between victims and the court system, and with social service organizations providing services to domestic violence victims
- Creates and maintains contact listings and networks with social service agencies to develop resources and to provide referrals to victims
- Participates in meetings with outside agencies to obtain information relative to domestic violence issues
- Prepares and distributes educational materials on issues related to domestic violence
- Prepares and maintains work activity reports
- May research legislation and social trends that apply to advocacy policy and procedures

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

- Graduation from an accredited college or university with a Bachelor's degree in Psychology, Sociology or a directly related field plus two (2) years of work experience providing assistance to victims of domestic violence, or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- Must have forty hours of domestic violence training as required by the Illinois Domestic Violence Act
- Some positions may require a valid State of Illinois driver's license

WORKING CONDITIONS

- General office environment

EQUIPMENT

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

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Some knowledge of:

- *applicable social services programs and resources
- *case management methods and procedures
- *particular needs, issues, and concerns of domestic violence victims
- *applicable federal, state and local laws and regulations pertinent to domestic violence issues
- *applicable computer software packages and applications
- report preparation methods, practices and procedures

Knowledge of applicable City and department policies, procedures, rules, 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
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

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
 - WRITE - Communicate information and ideas in writing so others will understand
 - REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
 - MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
 - REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
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All employees of the City of Chicago must 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
May, 2024