



**Code: 3529**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Social Service

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## **CLASS TITLE: VICTIM SPECIALIST**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, provides advocacy support and resources to assist victims who have been impacted by crimes; and performs related duties as required

### **ESSENTIAL DUTIES**

- Reviews complaints or referrals for services and contacts victims of crime within 24 hours of incident by calling or visiting
- Travels to meet clients and conducts immediate needs assessments, coordinating the provision of community resources and informing victims of their rights
- Conducts comprehensive assessments to evaluate victim's needs and develops victim-centered service plans based on the nature, extent, and severity of cases
- Coordinates services with and contacts service providers to make initial victim referrals and facilitates a handoff to victim services providers
- Counsels victims on available programs and services
- Assists victims in developing safety plans and assessing social service resources
- 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
- Determines eligibility for benefits and assists victims with application and enrollment (e.g., victim compensation applications)
- Escorts victims to appointments, interviews, court proceedings, etc.
- Serves as an advocate for the expressed interests of victims
- Acts as a liaison directly to victims and the court system and with community-based agencies and service providers during the course of criminal investigations and court proceedings
- Participates in community education and outreach efforts to promote awareness of programs and issues that victims of crime encounter
- Attends mandatory trainings to stay abreast of the most current victim advocacy programs and services
- Maintains client files and records documenting services rendered
- Creates and maintains contact listings and networks with social service providers and community leaders to maintain current referral resources that provide services to victims of crime
- Prepares and distributes educational materials
- Prepares various work and ad hoc reports documenting case load and activities
- 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**

- Bachelor's degree in Criminal Justice, Sociology, Psychology, and Behavioral Science, or a directly related field plus two (2) years of work experience in counseling; victim advocacy services; crisis intervention; and/or outreach services, or an equivalent combination of education, training, and experience

### **Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required
- Must complete forty (40) hours of domestic violence training as required by the Illinois Domestic Violence Act within six (6) months of hire

## **WORKING CONDITIONS**

- General office environment
- Exposure to outdoor weather conditions

## **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)

## **PHYSICAL REQUIREMENTS**

- No specific requirements

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

### **Knowledge**

Some knowledge of:

- principles and theories of victimization
- \*applicable social service and community programs and resources
- \*case management methods and procedures
- \*particular needs, issues, and concerns of victims of violence who are emotionally and/or physically traumatized
- crisis intervention methods and techniques
- \*trauma-informed advocacy methods and techniques
- victims' rights within the criminal justice system
- \*needs and challenges experienced by people from diverse socio-economic and cultural backgrounds
- \*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.

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City of Chicago  
Department of Human Resources  
August, 2024