

CITY OF EL PASO, TEXAS
DEPARTMENT HEAD'S SUMMARY REQUEST FOR COUNCIL ACTION (RCA)

DEPARTMENT: Human Resources

AGENDA DATE: 03/25/08

CONTACT PERSON/PHONE: Human Resources, Linda Ball Thomas, (915) 541-4509

DISTRICT(S) AFFECTED: City Wide

SUBJECT:

APPROVE: Resolution for the creation of the proposed Job Specification for Victim Services Advocate.

BACKGROUND / DISCUSSION:

The creation of the proposed job class for **Victim Services Advocate** was requested by the Interim Chief of Police to implement strategic and operational efficiencies. No current specification adequately describes the nature, scope and level of the assignments and requirements for this position.

PRIOR COUNCIL ACTION:

N/A

AMOUNT AND SOURCE OF FUNDING:

Budgeted for FY/2008

BOARD / COMMISSION ACTION:

Per Civil Service Commission approval on 3/13/08

*******REQUIRED AUTHORIZATION*******

LEGAL: (if required) _____

FINANCE: (if required) _____

OTHER: _____

(Example: if RCA is initiated by Purchasing, client department should sign also)

Information copy to appropriate Deputy City Manager

APPROVED FOR AGENDA:

CITY MANAGER: _____

DATE: _____

CITY CLERK DEPT.
08 MAR 17 PM 12:26

RESOLUTION

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the Classification and Compensation Plan shall be amended, as recommended by the Civil Service Commission. The class of **Victim Services Advocate** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **19380**. The Grade is **GS 54**.

PASSED AND APPROVED this ___ day of March, 2008.

THE CITY OF EL PASO

John F. Cook
Mayor

ATTEST:

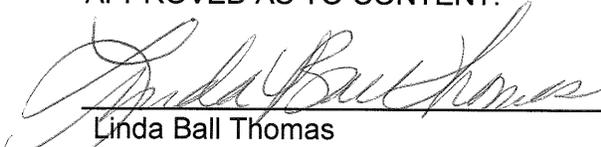
Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:



John R. Batoon
Assistant City Attorney

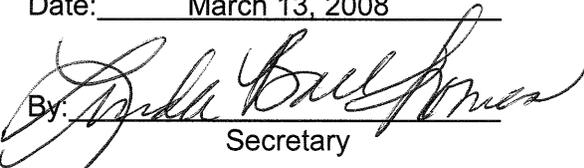
APPROVED AS TO CONTENT:



Linda Ball Thomas
Human Resources Director

APPROVED BY THE CIVIL
SERVICE COMMISSION:

Date: March 13, 2008

By: 

Secretary

CITY CLERK DEPT.
08 MAR 17 PM 12:26

2B

JOHN COOK
MAYOR

JOYCE WILSON
CITY MANAGER

LINDA BALL THOMAS
HUMAN RESOURCES DIRECTOR



CITY COUNCIL
ANN MORGAN LILLY, DISTRICT 1
SUSANNAH M. BYRD, DISTRICT 2
VACANT, DISTRICT 3
MELINA CASTRO, DISTRICT 4
RACHEL QUINTANA, DISTRICT 5
EDDIE HOLGUIN JR., DISTRICT 6
STEVE ORTEGA, DISTRICT 7
BETO O'ROURKE, DISTRICT 8

HUMAN RESOURCES DEPARTMENT

DATE: March 6, 2008
TO: Civil Service Commission
FROM: Linda Ball Thomas, Human Resources Director *LBT*
SUBJECT: Proposed Changes to the Classification and Compensation Plan: New/Revised Job Specifications

The Human Resources Department requests that the Civil Service Commission recommend the following change to the City Council for acceptance and approval. See attached proposed job specification.

	<u>TITLE</u>	<u>CODE</u>	<u>GRADE</u>
PROPOSED	Victim Services Advocate	19380	GS 54

The creation of the proposed job class was requested by the Chief of Police to implement strategic and operational efficiencies. No current specifications adequately describe the nature, scope and level of the assignments and requirements for this position.

The proposed job specification was written in the standard style and format and was reviewed by the Chief of Police and the Human Resources Director. The City's current methodology for evaluating jobs was then applied. The recommended grade shown above establishes an externally competitive as well as equitable relationship with respect to other City job classes.

This recommendation is being made pursuant to:

Civil Service Rule 4, Section 2a. & b. Classification of New Positions:

"a. The creation of a new position is subject to approval through the budgeting process based on needs demonstrated by the Department Head concerned. The Human Resources Director shall update as necessary the classification and compensation plans of the City for the classified services. The Director shall present such plans, and the recommendation of the Civil Service Commission, to the City Council for acceptance and approval."

"b. Whenever a new position is proposed, the Department Head shall forward to the Human Resources Director a description of the proposed duties and responsibilities of the position. The Human Resources Director shall, after a study of the Department Head's proposal, make changes, if necessary, recommend the appropriate class and grade in the classification plan to which the position should be allocated, and submit for recommendation and approval in accordance with Section 2a."

Attachment (*Proposed* Job Specification)





JOB SPECIFICATION
VICTIM SERVICES ADVOCATE

Code 19380
Grade GS 54

General Purpose

Under general supervision, provide crisis intervention to assist victims of crime.

Typical Duties

Intervene in crisis situations and provide a needs assessment analysis. Involves: Interview victims from varying socioeconomic, cultural and cognitive functioning levels to provide appropriate referrals and educate victims about the criminal justice process. Provide appropriate and initial support and advocacy for victims. Initiate and complete crime victim compensation applications, safety plans, VINE program, AWARE Alarm Program, 9-1-1 Cell Phone Program and 2 year protective orders. Provide transportation to victims to and from criminal justice related appointments, provide death notifications, accompany family to hospital, funeral home, and provide in-home services

Act as liaison with Department personnel, criminal justice agencies, public and private and interstate organizations, medical facilities and mental health agencies to coordinate referral services. Involves: Represent the Department with outside public and private agencies, task forces and the media. Research, prepare, modify, and make both public and training presentations of Victim Services and Advocacy for Department personnel and the general public. Plan and participate in community relations activities, including but not limited to agency fairs and Victims' Rights Week; create public service information brochures. Assist in providing additional resources for families in crisis. Coordinate and organize caseload, as a team member, with the Victim Services Team employees and other law enforcement personnel.

Research and provide advocacy program development based on the community needs. Involves: Report status of cases, program development and community needs to Department chain of command on a frequent basis. Prepare a variety of statistical and analytical reports including case status.

Perform a variety of computer operations, including information retrieval, data entry, preparing logs, and word processing. Involves: Collect, compile, and analyze information; prepare reports which interpret data and justify recommendations including policies and procedures relative to advocacy. Coordinate photo and property releases.

Knowledge, Skills and Abilities

- Application of good knowledge of victims physical, social and psychological needs.
- Application of good knowledge of social service policies and programs.
- Clear concise oral and written communication to prepare reports and describe program requirements.
- Application of good knowledge of modern law enforcement principles, procedures, techniques and equipment.
- Application of good knowledge of customer service and telephone etiquette procedures.
- Proficiency in written and oral communication skills.
- Ability to establish rapport and maintain effective working relationships with coworkers, other departments, agencies, and the public.
- Ability to accurately enter data on a computer.
- Some knowledge of City's geography.



JOB SPECIFICATION
VICTIM SERVICES ADVOCATE

Code 19380
Grade GS 54

Other Job Characteristics

- Requires placement to on-call status.
- May be exposed to hostile or emotional environments.
- Provide victim services in a compassionate manner.
- Subject to a stringent background investigation.
- Driving in City traffic.

Minimum Qualifications

Education and Experience: An Associate's Degree in Human Services, Business Administration, Criminal Justice, or related field and three (3) years experience in a social service setting.

Licenses and Certifications: Texas class C Driver's License or an equivalent from another state.

Human Resources Director

