

CITY OF BEREA
POSITION DESCRIPTION

Class Title: Police Social Services Coordinator

Department: Police

Supervisor: Police Chief

Supervises: None

Class Characteristics: This classification is a non-sworn administrative position responsible for providing social service support to the Police Department and all members of the community. The Social Services Coordinator is available to members of the Police Department as well as members of the community as an assistance, information, and referral source.

Distinguishing Features of the Class: The Social Services Coordinator acts as a liaison between the Department and the Kentucky Cabinet for Health and Family Services (Cabinet) providing follow-up and monitoring of cases upon request from the Department or other community agencies, and assistance to members of the community upon referral or contact including domestic violence, child abuse and neglect, financial hardship, mental health issues, competency issues, other behavioral health issues such as addiction, homelessness, sexual trafficking, and kidnapping of minor child.

General Duties and Responsibilities (Illustrative Only):

Essential:

1. Identifies existing services in the community in order to act in the capacity of an information and referral source for police department personnel and community members.
2. Compiles and maintains resource material for use by department members as they assist community members.
3. Conducts seminars and training sessions directed to community members and the Department on a variety of social issues to include domestic violence, kidnapping, child abuse, financial hardship, and various mental health issues, and other.
4. Assesses and identifies community needs and assists in development of plans to meet identified needs.
5. Provides information and referral information for domestic violence issues, juvenile issues, alcohol and drug issues, child and family issues, and other social service issues.
6. Assists the Cabinet in facilitating cases investigated.
7. Attends committee and community meetings as a representative of the Police Department in an effort to establish collaborative relationships with the members and organizations of the community.
8. Conducts home visitation and provides follow-up services to families as requested by police department personnel and other members of the community.
9. Conducts interviews and gathers information about occurrences in order to

- provide service to community members.
10. Acts as an advocate for victims of crime by attending court, making follow-up appointments, setting up social and legal education classes, and researching other available assistance options.
 11. Provides crisis intervention services to community members as needed.
 12. Prepares and maintains records of contact with community members to establish networks.
 13. Prepares detailed reports and correspondence as required.
 14. Maintains client confidentiality.
 15. Assist with coordination of training for department personnel as needed or requested.
 16. Other duties may be required and assigned that are similar, related, or a logical assignment for this position.

Non-essential: None.

MINIMUM QUALIFICATIONS

1. Bachelor's Degree in Social Work, Psychology, or other social science related field supplemented with five (5) years' experience in the area of social science. and;
2. Must be at least 18 years of age and possess a valid Kentucky Driver's License.

Training and Experience:

1. Prefer Master's Degree in Social Work, Psychology, or other social science related field with two (2) years' experience in the area of social science. or;
2. Any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.
2. Must be able to research and reference a variety of sources.
3. Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
4. Must be able to establish and maintain relationships with Department and other agency employees and citizens.

Skills:

1. Skill in the use of keyboards, computers, and standard office equipment.

2. Filing skills.
3. Typing skills.
4. Oral and written communication skills.
5. Organizational skills.

Abilities:

1. Follow precise directions given by supervisors and working under minimal supervision.
2. Work in an enclosed environment.
3. Understand clerical support operations.
4. Be a skilled problem solver to achieve logical solutions.
5. Use resources effectively and efficiently.
6. Maintain confidentiality of very sensitive information.
7. Anticipate and identify needs of the department and advise supervisor.
8. Be a team player and to establish and maintain an effective and responsive working relationship with peers.
9. Maintain a professional demeanor in and out of the office.
10. Work on projects with brief deadlines, exercising sound judgment when prioritizing work.
11. Operate a city vehicle for official use.
12. Establish and maintain cooperative working relationships with those contacted in the course of work.

ADDITIONAL INFORMATION

Instructions: Somewhat general; many aspects of work are covered specifically but must use some of own judgment.

Processes: Must frequently refine existing methods and develop new techniques, concepts, or programs within established limits.

Review of Work: Work is reviewed through reports, personal inspection and discussion.

Analytical Requirements: Assignments frequently involve decisions based on wide knowledge of many factors where application of advanced techniques/concepts is required.

Tools, Equipment and Vehicles Used: Standard office equipment (computer, telephone, fax machine, copying machine, etc.)

Physical Demands: Ability to perform the essential physical job functions. Maintain physical condition and fitness to meet the demands as follows:

1. Sit for extended periods of time; perform job functions positioned in front of various computer workstations for extended periods of time.
2. Carryout light physical work to include occasionally handling objects up to 50 pounds and/or up to 25 pounds frequently.
3. Reach overhead and bend down to retrieve items and documents from various locations.

4. Hear within an acceptable range to carryout conversations and understand relevant facts of an urgent nature over the telephone and in person.
5. Reach, stoop, hear, see, bend, and touch within levels that the essential job functions can be accomplished.
6. Climb ladders and/or step stools.
7. Working conditions are office environment as well as field environment with occasional exposure to noise, dust, heat, cold, rain, and other inclement weather conditions. Office conditions may require periods of heavy workloads. In field environment, may be exposed to bodily fluids. May be subject to attack by individuals encountered during duty and may result in injuries ranging from minor cuts and bruises too serious injury or death.

Contacts: Frequent public and internal contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Moderate.

Interruptions: Frequent/constant.

Special Licensing Requirements: None.

Availability: Mandatory overtime is sometimes required, as well as varying work hours including evenings, weekends, and some holidays, and be available on-call to address concerns pertaining to social service.

Certification Requirements: None

Additional Requirements: None

Overtime Provision: Non-exempt.