

Job Descriptions for Social Workers Connected to Police Departments

October 9, 2015



Salt Lake City Corporation, Human Resources Department

Job Title: **Social Work Manager**

Job Code Number: **001920**

Pay Level: **026**

FLSA: **Exempt** EEO Code: **2**

Bargaining Unit: **600**

Benchmark: **Social Service Case Worker**

JOB SUMMARY:

Under the general administrative direction of a Deputy Chief of the Police Department, incumbent evaluates the needs of the community and social work services. Works to assess citizen needs, implementing treatment plans as appropriate to assist client and/or families with problems such as homelessness, mental and chronic illness, substance abuse, loss of job, poverty, personal and family adjustment, and criminal behavior. Works closely with the entire team of the Salt Lake City Police Department, to supplement existing police services where appropriate. Engages with service providers and exercises independent judgment. Assesses, diagnoses and formulates service plans and, when appropriate, clinical treatment plans for clients. Utilizes clinical skills in engaging with families in providing safety to children and other vulnerable populations. Documents client progress and treatment and prepares case histories, court reports, and other documentation as needed. Negotiates, coordinates, monitors and evaluates services.

The position requires a strong focus on assertive community outreach and interventions with the homeless population in Salt Lake City. The incumbent must have the ability and skills necessary to work with the general public in a positive, friendly, and professional manner.

TYPICAL DUTIES:

1. Evaluates, designs, and leads a community outreach program that helps prevent homelessness and related mental health and substance abuse issues in the community. Assists clients and/or families already involved in homelessness, mental health, substance abuse issues, and those who have already intersected with the justice systems.
2. Develops, implements, and leads an ongoing needs assessment of the department and community.
3. Acts as the bridge between the department, community, and other helping professionals and agencies to develop and maintain effective working relationships.
4. Coordinates social work services within the department and between the department and our partners in the community.
5. Assists, educates, informs, and empowers under-represented populations in the community, including vulnerable communities, refugees, and immigrant populations.
6. Implements and provides services, in person, including assessments, treatment plans, clinical/crisis counseling, consultation, support, information, and appropriate referrals for families and victims of crime to help clients mobilize inner and external capacities and resources to improve social functioning. Provides case management to include evaluating the needs of clients, developing and implementing service plans, and monitoring progress.

Social Work Manager - Cont.

7. Consults with physicians or other health professionals as needed to ensure holistic approach and coordination of care and case management.
8. Prepares and retains timely correspondence, reports, documents, and/or other written materials, including the following: mental health assessments by obtaining background information such as physical, psychological, or mental health, and social factors which contribute to the client's situation and by studying case histories of clients/residents.
9. Conducts individual, family, or group therapy sessions in accordance with the established treatment plan and provides crisis intervention if necessary.
10. Gives debriefing/psychological first aid to responders following traumatic incidents, as requested by department.
11. Demonstrates and maintains a high standard of confidentiality and sensitivity to clients and families on cultural, ethnic, racial, and socioeconomic issues and diversity.
12. Acts as an expert witness and court liason. Gives testimony and/or recommendations in court cases and/or hearings.
13. May be required to drive a vehicle to and from various locations throughout the community and provide transportation for clients as needed.
14. May supervisor Case Workers, as needed.
15. Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

1. Master's Degree in Social Work from an accredited college/university and three to five years of related work experience, which includes assessing physical, mental, social, and economic needs of a diverse population. Experience must include a minimum of two years of social work case management.
2. Current licensure with the State of Utah as a Licensed Clinical Social Worker (LCSW).
3. Demonstrated ability to work independently and to take initiative and work collaboratively as part of a team.
4. Possess strong evaluation skills, excellent professional written and verbal communication skills, interpersonal skills, and active listening skills.
5. Possession of valid state driver license or Utah driving privilege card.

PREFERRED QUALIFICATIONS:

1. Experience working collaboratively with multiple community organizations (e.g., Law Enforcement, Road Home, Family Justice Center, Schools, Hospitals, Volunteers of America (VOA), and Homeless Outreach Services Team (HOST)).
2. Fluent in oral and written Spanish communication.
3. Experience supervising others.

Social Work Manager - Cont.

4. Experience conducting community-based needs assessments.
5. Mental Health Officer Certification.

WORKING CONDITIONS:

1. Must stand, walk, or sit uncomfortably for extended periods. Moderate exposure to elements including, but not limited to, heat, cold, dampness, fumes, noise, dust, or grease.
2. Considerable exposure to stressful situations as a result of human behavior. In field operations, exposure to stress as well as occupational hazards is of considerable magnitude.

A TEN YEAR PERSONAL, CRIMINAL AND EMPLOYMENT BACKGROUND CHECK IS REQUIRED FOR THIS POSITION.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Position Review Information

Date: 7-15-2015

Departmental Approval: Krista Dunn

HR Consultant Approval: Candace Roberts

Compensation Approval: David Salazar

Notes: New job assignment

Raleigh Police Department		
Job Description	Administrative Services	
Trauma Counselor	Class. Number 0514	Job Number 124
	Number of positions 1	Date Updated

DEFINITION:

This is non-sworn specialized administrative and technical work in the counseling and service referral of individuals traumatized by police related incidents.

Work involves the responsibilities as the Trauma Counselor for a variety of police related incidents. Work requires thorough knowledge of individual response to traumatic events and knowledge of grief and/or loss. Work includes follow-up contact with individuals traumatized by police related incidents; which include but are not limited to: sworn and/or non-sworn personnel, witnesses to vehicle accidents, and family members of victims involved traumatic events in which Raleigh Police Department responded. Work requires initiative and independent judgment to schedule and counsel individuals. Work involves extensive communication with sworn and non-sworn personnel, the public, other departments and outside agencies. Work is reviewed through direct observation of results and through appraisal of written and oral reports concerning activities and assignments.

ESSENTIAL JOB FUNCTIONS:

Respond to calls/referrals to assist officers and counselors in unusual or difficult situations.

Initiate/Assess the need for referrals and contacts on behalf of the Department.

Conduct follow-up contacts, counsels and performs outreach services.

Act as a liaison for the Department with human service providers, family member support groups, and specialized courtrooms.

Attends community meetings and develops presentations about traumatic events, grief and/or loss, and other initiatives deemed necessary.

Assist Police Psychologist, Victim Advocate, and Crisis Counselors as needed.

QUALIFICATIONS:

KNOWLEDGE:

Of the rules, regulations, policies, and procedures of the department.

Of police principles, practices, methods, techniques, and procedures pertaining to domestic disputes and other family violence incidents.

Of applicable state, federal, and local laws and ordinances.

Of social work principles.

Of victim/witness programs and service agencies.

Of counseling and career development techniques.

ABILITY:

Raleigh Police Department**Administrative Services**

Trauma Counselor	Job Number 124	Date Updated 01-16-14
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To understand and execute oral and written directives and to prepare clear and comprehensive written reports.

To deal courteously but firmly with other employees and the general public.

To counsel and refer victims/witnesses to appropriate service agencies.

To analyze difficult situations and to use sound judgment in decision making.

To express ideas clearly and concisely, orally and in writing.

To establish and maintain harmonious police-public relations.

SKILL:

In oral and written communications.

In computer skills and maintaining a file system.

In compiling statistics and information required for reporting and record keeping.

SUPERVISION RECEIVED: General Direction

SUPERVISION EXERCISED: Direct/Functional

EXPERIENCE AND TRAINING GUIDELINES:**EXPERIENCE**

Experience in counseling techniques and social work principles

TRAINING

Specialized trauma counseling

EDUCATION

Master's Degree from an accredited college or university in social work or human services related field

CERTIFICATION

None



Job details

Job 1 of 1

[Apply to job](#)[Send to friend](#)[Save to cart](#)[View similar jobs](#)**Bulletin Number** 38879BR**Type of Recruitment** Departmental Promotional Opportunity**Department** Children and Family Services**Position Title** CHILDREN's SOCIAL WORKER III**Exam Number** T9073D**Filing Type** Open Continuous**Filing Start Date** 07/16/2014**Salary Type** Monthly**Salary Minimum** 4576.74**Salary Maximum** 6690.28**Position/Program Information**

Performs a wide range of professional social casework services for children. Positions allocable to this class report to a Supervising Children's Social Worker and are allocable to emergency response and services units in the Protective or Program Services Bureau of the Department of Children and Family Services or to the Adoptions Bureau of the Department. These positions function with a high level of independence and initiative in providing a full-range of critical protective services such as emergency response, child and adult therapy, and child sex abuse treatment or provide specialized adoptions services to the older, handicapped or otherwise hard to place adoptive child. Incumbents must possess an in-depth knowledge of the laws and departmental policies related to their functional area which may include dependency court procedures and resources and techniques needed to solve problems of minors who have special needs such as the sexually abused or severely physically disabled child. Incumbents must have a knowledge of Federal and State law, regulations and court procedures required in freeing children from natural parents and establishing legal adoptions. All incumbents must possess a broad knowledge of the appropriate resources and casework techniques used to resolve child and family problems and must be able to provide some supervision and technical direction to lower level Children's Social Workers.

Essential Job Functions

1. Conducts a full-range of client-related and case management services, assessments, and investigations throughout the life of the referral/case by (a) collecting relevant information (e.g., observing the child's well-being and living environment; interviewing reporting parties, clients, suspected perpetrators; collateral contacts; service providers; consulting with colleagues, supervisors; conducting home inspections and assessment of prospective caregivers; monitoring visitations; researching case history files, court reports, official personal records; extrapolating data from CWS/CMS, WCMIS, LEADER, FCI, CACI, CLETS, ESCARS; and/or taking photographs of the child or living environment; etc.), (b) evaluating relevant information to determine the validity of an allegation and assess a child's and/or family's strengths and needs, (c) determining, implementing, and monitoring the appropriate service or course of action (e.g., initiating preventative measures so that the child remains in the home, developing with the client a plan that

mitigates immediate safety threats, or removing a child from the home, etc.) and obtain approval through consultation with supervisor/administrator to complete the various actions and processes related to client services in order to secure the child's safety and ensure that the child and/or family receives the most appropriate client service that is in the child's best interest according to Federal and California State laws and regulations, Department policies and procedures, and within the established time frames.

2. Enters data into various computerized systems that maintain client information by operating a state-wide database, reviewing client documents and/or computer-generated documents and forms, and following Department policies and procedures to ensure that client data are accurate and current.

3. Prepares a wide variety of documents (e.g., standardized forms and templates, legal notices and court reports, written reports, numerical log reports, memoranda, correspondence, etc.) within established response times or time intervals by using various computer systems with appropriate software programs, by operating computerized systems, and/or by filling out standard forms in order to accomplish a variety of activities in accordance with Federal and California State laws and regulations and Department policies and procedures.

4. Maintains a variety of confidential information (e.g., completed standard forms, records of communication; contact information; certificates; determinations, referrals, and requests made; agreements reached; court documents; caseload logs; photographs; or any other service-related information/documents, etc.) by organizing hardcopy data using a Departmental case management format and electronic data utilizing computerized systems in order to document information and ensure the security of the documents in accordance with Federal and California State laws and regulations and Department policies and procedures.

5. Communicates with a variety of individuals , on civil rights, legal rights and responsibilities, and other numerous issues in accordance with Federal and California State laws and regulations and Department policies and procedures related to confidentiality by explaining information in a patient and clear manner, providing written information, defusing a hostile or high-stress situation, using active listening skills with the person, and/or applying motivational techniques in order to promote emotional well-being of the child; encouraging clients to participate in services that promote and cultivate a safe and stable environment for the child; ensuring that individuals are properly informed about any requests, processes, or actions taken; and ensuring that any information provided is understood, complete, and accurate.

Additional Essential Job functions are listed in the "Special Information" Section.

Requirements

ONLINE FILING ONLY

SELECTION REQUIREMENTS:

OPTION I

A Master's Degree* from an accredited** college or university with a major in social work, marriage and family counseling, or psychological counseling, or clinical psychology **AND** two (2) years of experience as a Children's Social Worker II*** in the service of the County of Los Angeles **AND** **Completion of 40 hours certified in-service training requirements.******

OR

OPTION II

Four (4) years social work experience, three (3) years of which must be as a Children's Social Worker II*** in the service of the County of Los Angeles

AND Completion of 40 hours certified in-service training requirements.****

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

License Information: Successful applicants for this position will be required to obtain a copy of his/her driving record from the California State Department of Motor Vehicles before being appointed. A copy of your driving record must be presented at the time of your appointment. License must not be suspended, restricted, or revoked. **AN APPLICANT WHOSE DRIVING RECORD SHOWS FOUR OR MORE MOVING VIOLATIONS WITHIN THE LAST TWO YEARS WILL NOT BE APPOINTED.**

**Special
Requirement
Information**

* In order to receive credit for Master's Degree, at the time of filing, you **MUST** include a legible copy of the official diploma or official transcripts with your application.

***To qualify, applicants **MUST** currently hold the payroll title of Children's Social Worker II for the required period of time in the service of Los Angeles County. **Out-of-class experience will not be accepted.**

******CERTIFIED IN-SERVICE TRAINING REQUIREMENT:**

The 40-hour certified training requirement can be counted as far back as the original hire date but does not include the Academy Training hours.

A copy of certified training transcripts MUST be attached to the application at the time of filing.

A copy may be obtained from the training website on LA KIDS or by contacting the training registrar at (562) 345-6787.

Verification of Experience:

Verification of Experience Letter (VOEL) **WILL NOT BE ACCEPTED** for this examination. VOEL previously submitted for other examinations will also not be considered. The education and experience listed on your application is **SUBJECT TO VERIFICATION** at any point during the examination and hiring process, including after an appointment has been made. **FALSIFICATION** of any information may result in **DISQUALIFICATION OR RESCISSION OF PROMOTION.**

Withhold Information : Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing.

**Accreditation
Information**

****Accreditation:** Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have

been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

**Examination
Content**

This examination will consist of two parts:

PART I: An evaluation of experience based on application information **weighted 50%.**

PART II: An Appraisal of Promotability (AP) to evaluate Knowledge and Skills; Personal and Public Relations; Oral and Written Communication Abilities; Initiative and Resourcefulness; Adaptability and Dependability **weighted 50%.**

Candidates must achieve a passing score of 70% or higher on each weighted part of the examination in order to be placed on the eligible register.

**Special
Information**

FINGERPRINTING CLEARANCE AND BACKGROUND

INVESTIGATION: All Department of Children and Family Services employees are fingerprinted and subject to criminal background check by the State Department of Justice and Federal Bureau of Investigation. Employment/Promotion is contingent upon passing the background checks. An individual with job-related convictions as defined by the County policy (PPG 514) or the requirements of a "sensitive position" may be withheld from appointment or may be discharged.

ESSENTIAL JOB FUNCTIONS (CONTINUED):

6. Offers client(s) various DCFS and/or community resources (e.g., Upfront Assessment, CSAT, Independent Living Program, Adoption Assistance Program, Family Preservation Program, ARS, drug testing and rehabilitation programs, Department of Mental Health immediate and ongoing assessments and referrals, etc.) throughout the life of the referral/case in order to address the client's or family's immediate or long-term basic needs and monitors compliance with case plan activities by helping clients identify their needs for other services and by either providing the client pertinent information to obtain the assistance or coordinating with other County departments or agencies/community resources to arrange for service delivery.

7. Resolves day-to-day issues and challenges presented by a variety of individuals by gathering and analyzing relevant information; coordinating activities with other public, private, and community agencies; handling and mediating conflict among relevant parties; and communicating and interacting with the appropriate people in order to ensure prompt and efficient delivery of client services in accordance with Federal and California State laws and regulations and Department policies and procedures.

8. Represents the Department/unit at various meetings (e.g., TDM, staff meetings; training sessions; conferences; community events; court hearings, meetings with specific groups, such as IEP, MCPC, Regional Center; etc.) by preparing for and attending the meeting in order to orally communicate information to others, educate others and oneself on various topics, address concerns raised by relevant groups, and/or advocate for the child/family during the meeting.

9. Performs various court-related activities pertaining to client services by examining case history and preparing court reports for various hearings, filing petitions, obtaining court orders, requesting changes in court orders, referencing the Welfare & Institutions Code, obtaining information

from County Counsel and attorneys, providing notice to appropriate parties, completing and obtaining appropriate court-related paperwork, obtaining authorizations for various purposes, testifying in court, etc. in order to ensure the protection of a child and the rights of the family, to initiate a process related to client services to make recommendations to the court, and to ensure that all court documents are legally sufficient in accordance with Federal and California State laws and regulations and are completed within established time frames.

Vacancy Information

The eligible register resulting from this examination will be used to fill vacancies in various locations throughout the Department of Children and Family Services.

Eligibility Information

The names of candidates receiving a passing grade on this examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

Retake: No Person may compete for this examination more than once every 12 months.

Available Shift

Any

Job Opportunity Information

Restricted to permanent employees of the Department of Children and Family Services who have successfully completed their initial probationary period.

Application and Filing Information**Online Filing Only:**

Applicants are required to submit a standard Los Angeles County Employment Application online to be considered for this examination. Paper applications and/or resumes cannot be accepted in lieu of online application .

All applicants MUST complete the filing process ONLINE (via electronic submission). Applications will not be accepted by mail, fax, or in person.

We may close this examination at any time without prior notice.

Applicants must submit their applications and required documents by 5:00 pm, PST, on the last day of filing. Applicants who submit the application and all required documents after the filing period will be rejected and will not be able to compete in the examination process.

Note: If you are unable to upload required documents to your online application, you may fax them to (213) 738-6470 within five (5) days of filing or by 5:00 pm, PST, on the last day of filing, whichever comes first. Please include exam title, exam number and your name on the documents.

The acceptance of your application depends on whether you have **CLEARLY** shown that you meet the **SELECTION REQUIREMENTS**. Please fill out the application completely and correctly to receive full credit for any related education, training, and job experience. For each job held, give the name and address of your employers, your job title, beginning and ending dates, description of work performed, and salary earned. All information supplied by applicants is subject to verification. We may reject your application at any time during the selection process.

SECURITY NUMBER:

All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT LIBRARIES:

For candidates who may not have regular access to a computer or the Internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING USER ID AND PASSWORD:

All applicants must file their application online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

**County of Los Angeles
Information**

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

COUNTY OF LOS ANGELES BULLETIN INFORMATION**OR**

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

Department Contact Name	Yeran Badoyan
Department Contact Phone	(213) 351-5898
Department Contact Email	badoyy@dcfs.lacounty.gov
ADA Coordinator Phone	(213) 351-5632
Teletype Phone	(800) 899-4099
California Relay Services Phone	(800) 735-2922
Job Field	Social Services
Job Type	Professional

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Position Description

POSITION TITLE: Police Go Team Responder
PROGRAM: Trauma, Loss and Children's Services
REPORTS TO: Senior Vice President, Trauma, Loss and Children's Services
CLASSIFICATION: Non-exempt

ESSENTIAL FUNCTIONS: Responsible for providing in person crisis intervention services on a rotating basis in response to calls from the Providence Police.

SPECIFIC DUTIES/RESPONSIBILITIES:

- Provides after hours triage and in person crisis intervention when called by Providence Police.
- Carries the pager on a rotating basis.
- Completes all appropriate paperwork and documentation as required.
- Attends regular staff meetings
- Maintains appropriate standards of confidentiality in accordance with HIPPA and agency guidelines.
- Works as a member of the Go Team and collaborates with administrators and treatment providers.
- Participates in at least one ride along when on call.

QUALIFICATIONS: Excellent crisis management and intervention skills needed. Must have excellent communication and interpersonal skills. Possession of valid drivers' license, reliable transportation and proof of current automobile insurance is required. Knowledge of the impact of violence on young children. Experience with trauma assessment, triage and community resources. Must have excellent collaborative skills and preferably experience working with law enforcement. Bilingual skills preferred.

PHYSICAL REQUIREMENTS: This position may require community visits, employees in this position must have the ability to:

- Travel to and from community locations and office sites, which could include using walkways, stairs and/or elevators.
- Ability to lift up to 20lbs.
- Ability to communicate effectively.

I certify that I have read, understand and am willing and qualified to perform the duties of the Police Go Team Responder.

Employee's Signature

Date

Position Description

TITLE: Police Liaison/ Intake Coordinator
PROGRAM: Trauma, Loss and Children's Services
REPORTS TO: Senior VP, Trauma, Loss & Children's Services
CLASSIFICATION:

ESSENTIAL FUNCTION: Assists the program director with providing crisis intervention, emergency screening and triage, screens and interviews potential clients and program assignment. Works in collaboration with Police to provide support, information, assessment and referral to families in the community.

Specific Responsibilities:

- Provide crisis intervention and triage for police department.
- Screening potential clients and determining eligibility
- Ride-along with Police Department.
- Provide support, language support, and referral for families in the community.
- Prepare various reports as required for agency and grant funding.
- Other duties as assigned.
- Provide language support and support services in collaboration with community partners (i.e. police, DCYF)

Qualifications:

- Prior experience in crisis intervention and emergency triage required.
- Experience Case Management skills required.
- Bilingual (English/Spanish) skills highly preferred.
- Ability to educate clients regarding Family Service programs and policies.
- Ability to use all *MS Office* programs, mainframe computer systems and Internet.
- Ability to work independently and as a interdependent team member
- Ability to work collaboratively with Police, DCYF, community resources.

PHYSICAL REQUIREMENTS: This position requires agency and community visits, employees in this position must have the ability to:

- Travel to and from community locations and agency sites, which could include using walkways, stairs and/or elevators.
- Ability to lift up to 20lbs.
- Ability to communicate effectively.

I certify that I have read, understand and am willing and qualified to perform the duties of the Police Liaison/Intake Coordinator.

Employee's Signature

Date

Position Description

POSITION TITLE: Rhode Island State Police Victim Assistance Provider
PROGRAM: Trauma, Loss, and Children's Services
REPORTS TO: Senior Vice President, Trauma, Loss and Children's Services
CLASSIFICATION: Exempt

ESSENTIAL FUNCTIONS: Responsible for providing clinical response to victims of crime, as referred and/or requested by the Rhode Island State Police. Provide training for other victim service providers, collaborators and agency staff. Represent Family Service and RI State Police at community trainings/functions.

SPECIFIC DUTIES/RESPONSIBILITIES:

- Provide crisis intervention, death notifications in collaboration with State Police Troopers
- Provide follow-up services and referrals to victims as needed
- Maintain regular presence at all barracks locations
- Provides consultation and training to State Police Troopers/Command Staff
- Provide de-briefing/psychological first aid to responders following traumatic incident, as requested by Command Staff
- Collect data, complete data entry and develop reports related to program activity
- Attend meetings, functions and police trainings as requested

QUALIFICATIONS: Master's Degree in Social Work, Counseling, or related field. Experience and training in Victim Services required. Excellent organizational, computer, and communication skills. Ability to work collaboratively with multiple systems (DCYF, state and local police, community agencies, hospitals) required. Case management experience and familiarly with FSRI programming highly desirable. Demonstrated ability to work independently and to take initiative and work collaboratively as part of a team. Experience in working collaboratively with law enforcement highly preferred. Valid driver's license.

PHYSICAL REQUIREMENTS:

This position requires:

- Travel to and from agency site locations, which could include using walkways, stairs and/or elevators.
- Ability to lift up to 20lbs.
- Ability to communicate effectively.

I certify that I have read, understand and am willing and qualified to perform the duties of the Rhode Island State Police Victim Assistance Provider.

Employee's Signature

Date



Position Description

POSITION TITLE: Police Go Team Responder
PROGRAM: Trauma, Loss and Children's Services
REPORTS TO: Vice President, Trauma, Loss and Children's Services
CLASSIFICATION:

ESSENTIAL FUNCTIONS: Responsible for providing in person crisis intervention services on a rotating basis in response to calls from the Providence Police.

SPECIFIC DUTIES/RESPONSIBILITIES:

- Provides after hours triage and in person crisis intervention when called by Providence Police.
- Carries the pager on a rotating basis.
- Completes all appropriate paperwork and documentation as required.
- Attends regular staff meetings
- Maintains appropriate standards of confidentiality in accordance with HIPPA and agency guidelines.
- Works as a member of the Go Team and collaborates with administrators and treatment providers.
- Participates in at least one ride along when on call.

QUALIFICATIONS: Excellent crisis management and intervention skills needed. Must have excellent communication and interpersonal skills. Possession of valid drivers' license, reliable transportation and proof of current automobile insurance is required. Knowledge of the impact of violence on young children. Experience with trauma assessment, triage and community resources. Must have excellent collaborative skills and preferably experience working with law enforcement. Bilingual skills preferred.

PHYSICAL REQUIREMENTS: This position may require community visits, employees in this position must have the ability to:

- Travel to and from community locations and office sites, which could include using walkways, stairs and/or elevators.
- Ability to lift up to 20lbs.
- Ability to communicate effectively.

I certify that I have read, understand and am willing and qualified to perform the duties of the Police Go Team clinician.

Employee's Signature

Date



Position Description

Position Title: Family and Victim Services Clinician
Program: Trauma, Intake and Emergency Services
Reports to: Vice President of TIES
CLASSIFICATION:

Essential Functions:

Responsible for providing assessments, clinical counseling, crisis intervention and appropriate referrals for families and victims of crime. Collaborates with community partners including the East Providence Police, the Parole Board, the Attorney General's Office and others. Fulfills requirements of data collection and report writing as dictated by grants.

Specific Duties/Responsibilities

- Attend weekly Victim Hearings at the Department of Corrections
- Act as a liaison between victim/family and RI Parole Board, developing impact statements, providing victim notification, and attending staff meetings.
- Provide trainings to Parole Board and staff at least 3 times per year.
- Provides ride-along services to the East Providence and Providence Police to follow-up with Domestic Violence Calls.
- Provides services to families who are victims of violence and related calls.
- Collaborates with case managers and other service providers to ensure clients'/families' needs are being met.
- Provides emergency crisis intervention services with, and on behalf of, victims and families as needed.
- Builds and maintains positive, working relationships with community organizations and service providers.
- Provides sensitivity to clients and families on cultural, ethnic, racial and socioeconomic issues and diversity.
- Serves as a positive role model to clients and colleagues.
- Completes all professional and administrative documentation and forms in accordance with agency standards and within established guidelines and timeframes.
- Participates in supervision as scheduled.
- Other duties as assigned by supervisor.

Qualifications

- Master's Degree in human services field required.
- Minimum Rhode Island LCSW License.

- Possession of a valid driver's license, reliable transportation and proof of automobile insurance required.
- Experience in working with law enforcement and victim services.
- Bilingual skills highly desired.
- Excellent organizational and writing skills.

Physical Requirements: This position requires residential and community visits, employees in this position must have the ability to:

- Travel to and from client's residence, community locations and office site, which could include using walkways, stairs and/or elevators.
- Ability to lift up to 20lbs.
- Ability to communicate effectively.

I certify that I have read the above

Employee' Signature

Date

Family Service of Rhode Island

Position Description

Position Title: Victim Services Clinician

Program: Trauma, Loss and Children's Services

Reports to: Senior Vice President of Trauma, Loss and Children's Services

Essential Functions:

Responsible for providing assessments, clinical counseling, crisis intervention and appropriate referrals for families and victims of crime. Collaborates with community partners including the East Providence Police, DCYF, DEA, Attorney General's Office, mental health agencies, schools and others. Fulfills requirements of data collection and report writing as dictated by grants.

Specific Duties/Responsibilities

- Provides ride-along services to the East Providence Police to follow-up with Domestic Violence Calls.
- Provides services to families who are victims of violence and related calls.
- Provides emergency crisis intervention services with, and on behalf of, victims and families as needed.
- Builds and maintains positive, working relationships with community organizations and service providers.
- Provides sensitivity to clients and families on cultural, ethnic, racial and socioeconomic issues and diversity.
- Serves as a positive role model to clients and colleagues.
- Completes all professional and administrative documentation and forms in accordance with agency standards and within established guidelines and timeframes.
- Participates in supervision as scheduled.
- Other duties as assigned by supervisor.

Qualifications

- Master's Degree in human services field required.
- Minimum Rhode Island LCSW License.
- Possession of a valid driver's license, reliable transportation and proof of automobile insurance required.
- Experience in working with law enforcement and victim services.
- Bilingual skills highly desired.
- Excellent organizational and writing skills.

Physical Requirements: This position requires residential and community visits, employees in this position must have the ability to:

- Travel to and from client's residence, community locations and office site, which could include using walkways, stairs and/or elevators.
- Ability to lift up to 20lbs.
- Ability to communicate effectively.

I certify that I have read the above

The Providence Police Department—Family Services of Rhode Island Partnership

BY SUSAN ERSTLING, LICSW, PH.D. AND COLONEL DEAN ESSERMAN, J.D.

IN PROVIDENCE, RHODE ISLAND, A FAMILY SERVICE OF RHODE ISLAND (FSRI) liaison worker is on a nightly ride-along, responding with police officers to a domestic violence call. While the police question the mother, the Family Service Worker spends time with three young girls found huddled together in a bedroom; one has just thrown up. The FSRI liaison worker calls the clinician on call to respond to the scene to provide crisis intervention, education, and support to the family.

Because the FSRI police liaison worker is a native Spanish-speaking person, the Spanish-speaking mother is more willing to give information to the police than she has been in the past. The girls reveal that there is a loaded gun in the bedroom, and the police seize it. The perpetrator is arrested.

Follow-up by the liaison worker and a police officer helps the family get enrolled in a social service program that will provide home-based services and will help the girls cope with the arrest of their father.

Three years ago, the Providence Police Department, with the support of Mayor David Cicilline, began a partnership with FSRI and other city agencies to enhance the Police Department's community-oriented policing program. The goal of this partnership was to replicate the Child Development/Community Policing (CDCP) model—a program developed in the early 1990s by Dr. Steven Marans of the Yale Child Study Center with help from Dean Esserman, then assistant chief of police in New Haven and now chief of police in Providence. The CDCP was based on research that demonstrated that children exposed to violence or abuse are 59 percent more likely to be arrested as juveniles and 30 percent more likely to be arrested for committing a violent crime in adulthood than their peers.¹

Over the past three years, the Providence partnership has given help to hundreds of children and families involved in homicides, sexual assaults, stabbings, shootings, drownings, and other traumas.

WHY IS THIS PARTNERSHIP SO IMPORTANT?

In a city with a growing immigrant population, families often struggle with problems relating to employment, housing, education, and medical issues, and they often are more likely to become victims or perpetrators of crime. Many immigrants have brought with them histories of trauma and horrendous stories from their homelands, sometimes even at the hands of their local "police." Not only do many of them have difficulty communicating with our police; they fear and lack trust in our laws.

The Providence Police Department—Family Services collaboration enables both agencies to reach people earlier, to access people who otherwise might be unreachable by traditional social service agencies, to prevent escalation of violence, to divert people into the mental health system, and to educate victims and help them participate in the criminal justice system.

KEY COMPONENTS OF THE PARTNERSHIP

Recently, in his comprehensive evaluation of Chicago's community-policing initiative, Wesley Skogan concluded that the challenge for the future is to find ways of responding to the problems facing cities' newest immigrants.² To meet this challenge, the Providence collaboration focuses on districts with a high proportion of Spanish-speaking



Monthly Case Consultation meeting at Family Service of Rhode Island

residents. Police and family care workers have visited schools, attended community meetings, and established relationships with community leaders and neighborhood organizations in these districts.

Bilingual Police FSRI Liaison Worker

In addition to deploying on-call clinicians to critical incidents, the program employs a bilingual police liaison worker who rides with officers on weekday nights, focusing on the most crime-ridden districts. Because of her consistent presence, police have come to trust her as "one of their own." Further, many immigrant families feel more comfortable speaking their native language with her and often are more willing to give information to the police through her.

The police liaison also spends one day a week in the downtown Providence police substation at the Kennedy Plaza bus station, where hundreds of teenagers, homeless persons, and others congregate. Working closely with that district's police sergeant, the liaison has provided many adolescents with assistance, from help with pregnancy tests and negotiating with a parent to replacing a stolen backpack or facilitating a youth's return to school. Many of these juveniles have been victims of neglect and abuse and are often just a step away from crime themselves.

Family and Culturally-Relevant Intervention

Implicit in a family response is the recognition of cultural and language issues that can impede or improve police-community relations. To meet this need, the Providence Police Department actively recruits minorities and women into the force. In addition, the native Spanish-speaking FSRI police liaison and FSRI workers who support her represent Providence's culturally diverse community (which includes Southeast Asians and African Americans).

Some of the city's foreign-born residents are undocumented and try to avoid any contact with the police. Even those with legal status do not always understand U.S. laws or legal processes. Many parents are themselves victims of abuse, have experienced trauma, and need education and support to help their children. Many family members have told police that the program's language support and cultural sensitivity are critical to its success. And the police, in turn, have found increased cooperation with their investigations through this partnership.

Proactive Planning for Drug Raids and Other Law Enforcement Activity

When the police identify a house used for drug trafficking, they often notice that there are children living in the home. Once they establish enough evidence to plan a raid, police notify the liaison worker. Following the arrests of adults in the home, the liaison worker provides food and other types of support to the children and explains the situation until relatives or Child Protective Service workers arrive. Similarly, police notify the liaison worker prior to early morning sweeps on outstanding warrants, especially those for domestic violence, to enable the on-call clinicians to respond to families and children.

City-Wide Networking

In Providence, police districts are decentralized, and officers know their neighborhoods, community leaders, and local groups. Representatives from FSRI, local schools, street gang workers, probation and parole officials, the state attorney general's office, the U.S. Attorney's office, faith-based organizations, Volunteers in Service to America (VISTA) workers, Weed and Seed leaders, and other community groups regularly attend weekly command staff meetings, where they collaborate with the police to plan responses to upcoming neighborhood events. All attendees have the opportunity to engage in an open, constructive dialogue about crime prevention, family and community safety, and improving the overall quality of life for residents.

FUNDING DEVELOPMENTS

Initially, this partnership was funded by the RI Foundation and Victims of Crime Act funds. As it expanded, funding was also provided by the City of Providence through Community Development Block Grant money. The United Way has supported counseling services for follow-up care to victims. This work has paved the way for financial support from the U.S. Justice Department's Office of Juvenile Justice and Delinquency Prevention, through a "Safe Start: Promising Approaches" grant. Some of this grant money can be used for law enforcement training, particularly in the area of working with elders who are victims of crime.

RESULTS

Each year the Providence police-family services partnership serves about 300 victims of crime and 200 other residents, of whom 55 percent are children (19 and younger). The partnership handles many types of calls, including child abuse, sexual abuse, DUI/DWI, domestic violence, sexual assault, incest, homicide, elder abuse, abduction, carjacking, robbery, hostage situation, arson, drive-by shooting, and larceny. The ethnic breakdown of those served by the program in 2006 was 22 percent white, 15 percent black/African American, 50 percent Hispanic/Latino, and 13 percent other.

(Those figures are based on demographic information obtained by the liaison at the scene and analyzed by the Research and Evaluation Department at FSRI.)

A survey of police found that they overwhelmingly endorse the partnership. In fact, 97 percent of the police surveyed reported that this partnership has had a positive impact on the community. (The survey was conducted at the Annual Police Retreat at the Rhode Island Foundation in 2006.) And crime statistics in Providence continue to go down: Violent crime is down 14.5 percent in 2006, and overall serious crime is down 12 percent.³

In addition to providing acute response to crime scenes, the police-family service collaboration has developed related initiatives that have benefited the community beyond initial expectations, including:

- Regular availability of culturally-responsive staffers,
- Nightly availability of a bilingual police liaison worker (who often is able to intervene before a critical incident occurs),
- Regular attendance at community meetings,
- Language support at the police station and in the community,
- Proactive planning to assist children after drug raids and other law enforcement activity,
- Liaison with Child Protective Services,
- A more vigorous response to the homeless and the elderly,
- Obtaining shelter for victims and families.

The relationship between the partners continues to grow. Police and Family Service workers call on each other for assistance, informally and formally; this overlap of services is an important hidden outcome of the program. As a result of the program, shelters have been made more easily available to victims; Child Protective Services has been able to improve its handling of abusive, neglectful families; there is more frequent follow-through on restraining/no-contact orders by victims; victims are cooperating more; and residents express greater respect for the police.

Underlying this program's success is the daily support provided by the Command Staff and officers, by Mayor David Cicilline, and by Margaret Holland McDuff, CEO of Family Service of Rhode Island. When officers and social workers know that their work is valued by city leaders, the often extraordinary efforts required in this challenging field are even more rewarding.

1. Avendaño, M., Gewirtz, A. & Harris, D. (2006). "Improving Access to Care for Traumatized Children: Law Enforcement-Mental Health Collaborations for Child Witnesses to Violence." *CURA Reporter* (Summer), 28-29.

2. *Police and Community in Chicago*, Oxford University Press, 2006.

3. Smith, Gregory. *Providence Police Take a Bite Out of Violent Crime*. Providence Journal, 2 Sept. 2006, p. A3.

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as to the crucial planning and research topics, issues and concerns they would like to see addressed at this venue.

If you would like to attend or want to request further information on the upcoming Planning & Research Directors' Forum, please feel free to contact Dr. Bruce Taylor or Doug Abrahamson.

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1. Including "return on investment," "downsizing," "restructuring," "quality management programs," and "operations management (quantitative) techniques."

2. Policy and practice decisions are made using the highest levels of "evidence" available, which then are used to support the adoption of program ideas/concepts or the cancellation of existing programs.

3. RBM is about defining the anticipated results of a project or a program, measuring the progress towards achieving those results, and reporting on results finally achieved.