



Position Description

Job Title	Social Worker/Counselor
Department	Police
Employment Status	Full Time
Exempt/Non Exempt Status	Exempt

Scope of Work

This civilian position provides crisis intervention, short-term counseling, advocacy, community outreach, education, and other social service assistance to citizens in need as well as acts as a liaison with various resources and community groups within local, county and state organizations. This position performs such tasks as mediating conflicts between citizens, providing assistance to domestic violence victims, acting as a liaison with area social service entities, assisting with administrative adjudication and compiling service organization resource information for dissemination within other village Departments and within the community. Other responsibilities include case coordination, youth & senior services, and providing training to Village departments.

Supervision

Received	Detective Sergeant
Exercised	None

Essential Job Functions

- Processes, updates, and maintains a social service organization resource list and acts as a liaison for the Village of Roselle with those organizations.
- Performs crisis intervention which involves assessing and evaluating the emotional well-being of an individual and determines whether they are in need of immediate hospitalization or other short-term arrangements.
- Provides short term counseling and supporting services to individuals and families.
- Provides direct services to clients and their families and confirms to Village Departments that social assessments have taken place.
- Works in conjunction with certified juvenile officers to assure station adjustment with youth involved in status offenses and other delinquent activities in order to assist juvenile and his/her families requiring additional social services.

- Conducts a daily review of police reports and other supplied village documents and referrals, and initiates contact with the citizen who may have a need for social services to offer referrals, feedback, education, information, psychoeducation, and coordination of services when needed.
- Participates in crisis intervention, information, referrals, psychoeducation, and short-term intervention on the phone and in the office. These services are available to those who have had contact with any Department and/or are residents of the Village of Roselle.
- Determines the needs and expectations of the community, to act upon those needs and expectations, and inform the public of the resulting policies developed to improve the delivery of village services.
- Works with staff and all other village of Roselle entities to provide information, support, referrals, and assistance to residents who are experiencing mental health, addiction, homelessness, or issues of general exclusion or disengagement.
- Coordinates with community groups and other governmental agencies to conduct education programs and events for citizens within the community.
- Assists with policy development regarding domestic violence protocols and other social service needs.
- Works as needed at emergency scenes in all weather conditions and maintains a flexible schedule.
- Develops, coordinates, and provides social service related education programs to identified segments as needed in the community.
- Testifies at civil or criminal court hearings.
- Maintains confidential mental health case files of all cases worked.
- Maintains accurate files of all activities conducted.
- Maintains working relationship with other mental health professionals and social service agencies.
- Conducts in-service training for first responders and other Village Staff regarding the role of social work and other educational seminars relevant to the Social Workers/Counselors point of view.
- Provides information and referrals to callers and walk-ins on issues including, but not limited to, homelessness, basic needs (food, clothing and shelter), financial assistance, housing, legal matters and mental illness. Assists with linking the client to appropriate community agencies to obtain said services.
- Provides social services, counseling, and reporting in conjunction with criminal court diversion through the administrative adjudication process.

Other Job Functions

- Represents Village in community or in interagency activities.
- Assists in the coordination of the Community Emergency Fund.
- Promptly prepares and submits verbal or written reports and documentation as required.
- Maintains proper decorum when speaking with department and village employees and members of the public.
- Demonstrates commitment to values and ethics of social work profession.
- Completes all requisite training sessions.
- Acts as member of Village committee as assigned.
- Flexibility to manage work schedule in order to provide services to the community or community member.

- Maintain a rotating on-call availability for law enforcement officers.
- Performs other duties as required or assigned.

Requirements of Work

Education and Experience

- Master's Degree in Social Work or Counseling.
- Two (2) years of related experience in social work.
- The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

Licenses and Certifications

- Possession of a valid Illinois driver's license.
- Licensed Social Worker (LSW) or related licenses (i.e., Licensed Professional Counselor (LPC) required.
- Licensed Clinical Social Worker (LCSW) or Licensed Clinical Professional Counselor (LCPC) is desired.

Knowledge of

- Government benefits and programs, resources, and social services available to members of the community.
- Mental Health Codes, personality theory, psychological principles, marital and family theory and dynamics, drug/alcohol characteristics, and general social welfare policy.
- Basic computer operation, specifically Microsoft office software.

Ability to

- Establish and maintain effective working relationships with other Police department personnel, other Village departments, social service agencies and their professionals, other government agencies, and the general public.
- Work in crisis situations and make assessments, communicate and interact effectively with hospital, social service organizations, community groups, individual, and families in the community.
- Maintain confidential and sensitive information
- Work in a fast paced law enforcement environment.
- Respond professionally, fairly, timely, effectively and courteously to public inquiries and complaints.
- Function in environments which may have some element of danger (may be required to calm the situation)
- Understand and work effectively and professionally with people of diverse backgrounds.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee frequently is required to stand and talk or hear; use hands and fingers to handle, feel, or operate objects, and reach with hands and arms.
- The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell.

- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The employee may be exposed to threatening situations and may be subject to personal hostility.
- Sit, type, read, write, hear and speak for extended periods.

Prepared by:
Village of Roselle, Illinois
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