



JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performance of their duties just as though they were written out in this job description.

Police Social Worker

Department: Police

Pay Grade: 17

FLSA Status: Non-Exempt

JOB SUMMARY

Responsible for serving as a key connection point between individuals identified by law enforcement needing additional assistance and community services. An employee in this class performs specialized community support for the City of Hendersonville Police Department with emphasis on connecting people with resources where traditional policing services are not effective. Operational work is generally performed under the supervision of the Shift Watch Commander and administratively under the supervision of an assigned Lieutenant. Work is evaluated based on the attainment of individual performance objectives, observation of work, and feedback from staff and the public.

ESSENTIAL JOB FUNCTIONS

- Serves as a crisis response specialist when responding to law enforcement calls for service. Primary responsibilities in the field will be de-escalation through crisis intervention and appropriate referrals.
- Acts as a liaison between patrol officers, partner agencies, and the public.
- Determines the best course of action and provides short-term crisis intervention services in situations that may include domestic violence, child abuse, sexual abuse, suicide, serious or fatal accidents, other cases involving emotional trauma, and people experiencing a mental health crisis.
- Maintains records and confidential case files.
- Compiles and maintains statistical data related to law enforcement calls for service related to social work needs and highlights gaps in available services.
- Builds rapport and effective working relationships with city staff.
- Provides input to Chief of Police and senior leadership of Police Department related to social work incidents and awareness.
- Informs victims of available resources and acts as a liaison in obtaining services.
- Assesses and reviews crime reports and ensures victims are contacted within established time frames.
- Maintains working knowledge of available resources in the community.

- Performs needs assessments, coordinates referrals and collaborates with external partners to provide comprehensive support services.
- Complete all necessary training sessions.
- Attend court when necessary.
- Night and weekend hours may be necessary depending on workload.

QUALIFICATIONS

Education and Experience:

Bachelor of Social Work (BSW) required, Master of Social Work (MSW) preferred. One (1) to three (3) years' experience in the social work field is preferred. Experience working in the law enforcement field that provides the required knowledge, skills, and abilities is preferred, but not required.

Special Qualifications:

- Possession of a valid driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

Knowledge, Skills and Abilities:

- Ability to maintain confidential and sensitive information.
- Knowledge of the criminal justice process and victims' rights; community resources available to victims for shelter, treatment, education, legal assistance, and financial aid.
- Ability to maintain and track data and records effectively.
- Ability to interpret information and prepare and present clear reports and program recommendations.
- Knowledge of, or ability to learn and apply, interactive theories and principles in complex and volatile situations, initiate appropriate solutions, and offer empathy to emotionally charged clients.
- Knowledge of, or ability to learn and apply, computer and electronic data processing skills, modern legal terminology, format of and standard legal instruments pertaining to victim rights, criminal justice system and court procedure, and crisis intervention and counseling techniques.
- Knowledge of MS Word, Excel, Publisher, and PowerPoint software programs and Police Department database/report management software.
- Knowledge of, or ability to learn and comprehend, law enforcement, criminal justice, social services systems.
- Knowledge of fundamentals of record keeping and methods of performing basic business mathematic calculations.
- Ability to understand law enforcement culture, procedures, and general orders; function effectively within a law enforcement environment; and establish and maintain rapport with Police Officers and the community.
- Empathy to identify with and understand another person's experience and point of view.

- Ability to communicate effectively and sensitively in person, by phone, and in writing with peers, supervisors, citizens, other law enforcement agencies and entities, and various community resources.
- Ability to identify and utilize community resources to ensure that appropriate referrals occur.

PHYSICAL DEMANDS

Work in this classification is defined as light work requiring the physical exertion of up to 20 pounds of force occasionally, and/or up to 10 pounds frequently, and/or a negligible amount of force constantly to move objects. Sedentary work involves sitting most of the time. Work requires climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, handling and repetitive motions. Work requires dexterity in the hands for typing and operation of standard office equipment and visual acuity is necessary to read handwritten and typewritten materials and to operate a computer terminal. Vocal communication is required to express or exchange ideas. Hearing is required to perceive information at normal spoken word levels. Visual acuity is required for depth perception, preparing and analyzing written or computer data, visual inspection of products, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities. The worker is subject to environmental conditions.

WORK ENVIRONMENT

Work is performed primarily in an office with a controlled environment as well as outside environment without exposure to harmful conditions.

The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.