

POLICE SOCIAL SERVICES SUPERVISOR

DEFINITION

To plan, organize, direct and supervise the operational and clinical activities under the Roseville Police Department Social Services Unit including case management and outreach efforts of clinical and embedded staff; to establish operational and/or clinical processes, methods, and procedures in support of social services; and to perform a variety of technical tasks related to assigned area.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned manager.

Exercises direct supervision over assigned personnel.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for clinical activities; implement policies and procedures as established by management.

Plan, prioritize, assign, supervise and review the work of staff involved in providing clinical services to the community.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, equipment, and supplies; monitor and control expenditure.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Perform field work to proactively serve the homeless, mentally ill adults, youth, and elderly; provide intervention and serve as a conduit between clinical professional staff and law enforcement to achieve safe, appropriate, and timely responses to problem-oriented individuals.

Develop and implement strategies and organizational guidelines to ensure appropriate care or referral of clients to community resources and for clinical professional conduct; develop and foster collaborative community partnership.

Serve as a liaison with law enforcement, school officials, social service agencies, and the general public regarding difficult and/or complex situations related to mental health and social services.

Identify emerging trends related to crimes and issues; develop and implement prevention and intervention program approaches.

Provide community and departmental education and presentations on current procedures and best practices related to social services, mental health, crimes, prevention, community engagement and intervention strategies.

Provide clinical assessment and counseling/treatment efforts and make referrals of individuals and/or family members to available services; provide short-term counseling to staff, citizens or others.

Provide support and guidance to law enforcement staff concerning victim advocacy, juvenile and adult crime, domestic violence, mental health and other services as needed.

Consult with partner program management regarding program goals, activities, policies, and procedures; make recommendations on programmatic, clinical, and administrative policies; regularly update program policies and procedures; and implement and enforce policies and procedures within service practices of the Roseville Police Department

Make or review decisions on difficult client assessment and casework matters; supervise the timely and accurate submission of activity logs of assigned staff; and review caseload and task/needs reports for accuracy and timely changes & other duties as assigned.

Provide mental health training for City staff and partner agencies; provide mental health, critical incident and relevant training to police officers and personnel according to the minimum standards for behavior health and field training.

Provide updates related to Social Services for the purpose of public affairs, city management and community education.

Represent clinical services on committees, outside organizations and at staff subcommittees; coordinate community service activities with other Police Department divisions, other City departments, and outside agencies, as appropriate.

Answer questions and provide information to the public.

Meet partnering University qualifications and maintain partnership for intern placement.

Answer questions and provide information to the public as appropriate; research questions and recommend corrective action as necessary to resolve issues.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of clinical social work, with an emphasis on family system counseling and victim advocacy.

Community oriented policing and intervention programs, support group facilitation practices, and availability of community social services resources.

Principles of de-escalation and/or critical incidents, suicide prevention and response, and police social work.

Methods of sound case management and tracking.

Pertinent local, State and Federal laws, ordinances and rules.

Principles of supervision, training and performance evaluations.

Principles of budget monitoring.

Principles and practices of safety management.

Modern office procedures, methods and computer equipment.

Ability to:

Organize, implement and direct clinical activities under Roseville Police Department Social Services Unit.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time or while driving; walk, stand, bend, squat, or kneel; intermittently walk and hike in rough terrain and unsettled weather in order to access clients; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Effectively interview individuals who may be physically, mentally and/or emotionally impaired or distressed.

Relate positively to clients; establish trust and rapport; and display empathy.

Work cooperatively as part of a team providing services and/or treatment to designated clients.

Assess situations quickly and objectively, determine appropriate course of action and respond effectively using a variety of appropriate interventions and approaches.

Prepare thorough documentation and maintain accurate and systematic records.

Work with various cultural and ethnic groups in a tactful and effective manner.

Act quickly and calmly in emergency situations.

Transport clients to receive service needs appropriate to Roseville Police Social Services model.

Independently provide effective case management services, treatment plans, safety plans and follow-up.

Respond professionally, fairly, timely, effectively and courteously to the public.

Operate efficiently, effectively and work well under pressure.

Work occasional night, weekend and emergency availability.

Pass an in-depth background check.

Establish and maintain effective working relationships with those contacted in the course of work.

Use a personal computer with proficiency and familiarity.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Experience:

Five years of post-graduate experience work in social work or counseling that included two years working within social services related to law enforcement, probation, corrections, or county emergency response teams and two years of supervisor experience.

AND

Training:

A Master's degree from an accredited college or university with major course work in social work, psychology, counseling or a related field.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Possession of a valid professional mental health therapy license issued by the State of California, such as Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (LMFT), Associate Social Worker License (ASW), Intern Marriage Family Therapist (IMFT) or Clinical Psychologist.

Possession of certification as a Qualified instructor for Behavioral Health training for Field Training Officers.