

CITY OF GLENDALE

TITLE:	Police Crisis Services Coordinator	CLASS CODE:	648
REPORTS TO:	Police Commander	GRADE:	28
DEPARTMENT:	Police	FLSA:	E
JOB DESCRIPTION DATE: October 24, 2006 kmd			

JOB SUMMARY

Oversees, plans and coordinates the functions of the Police Crisis Services Program for the Glendale Police Department.

ESSENTIAL FUNCTIONS

1. Provides support, liaison and referral assistance for police employees and family members involved in traumatic events.
2. Recruits and directs the activities of the department's volunteer peer counselors, and members of the Critical Incident Stress Debriefing Team and interns involved in crisis support services.
3. Oversees internal department responses to traumatic police involved incidents including but not limited to police involved shootings.
4. Trains all new officers and new sergeants on stress management and mental health wellness for public safety personnel; oversees training of Peer Counselors and Critical Incident Debriefing Team.
5. Develops and monitors professional services contract with external psychologists.
6. Develops and maintains budget for the Peer Counseling/Police Crisis Services Program.
7. Researches, develops and implements unit goals, objectives, policies and procedures; prepares reports and makes recommendations to Management staff.
8. Assists police employees and family members identifying support resources within the community.
9. Serves as a liaison with community mental health organizations and agencies as directed.
10. Prepares brochures and public information materials for the work unit and related media contacts.
11. Conducts research and special projects as assigned and coordinates related activities.
12. Maintains custody of Confidential Death or Serious Injury Information.

SECONDARY FUNCTIONS

13. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

The Criminal Justice System, procedures, policies and limitations
Behavioral health, social services, and other community services and resources
Crisis intervention techniques, counseling, and case management responsibilities
Police Department policies and procedures
Computerized data management systems
Theory and practice of effective supervision
Professional Counseling ethical standards, related laws and practices

Ability to:

Assess potentially disturbed and unstable people and provide effective interventions
Act effectively in emergency and crisis situations

Provide crisis response within time periods established by the Police Department
Plan and assign the work of subordinate staff
Plan, coordinate and present training programs and workshops
Establish rapport with people of various ethnic and socio-economic backgrounds
Communicate effectively both orally and in writing
Maintain confidentiality
Demonstrated supervisory ability

WORKING CONDITIONS

Work may involve dealing with hostile, resistant, and unstable persons. Exposure to risk can be substantially reduced by the use of safety precautions.

MINIMUM QUALIFICATIONS

Bachelor's Degree in social work, counseling, psychology or a related field, and four years experience in crisis intervention management.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Subject to shift and weekend work, standby duty and call back
Valid Arizona driver's license