



## City of Irving Job Description

### Counselor II

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Police
<b>Job Code:</b>	33121	<b>Reports To (Job Title):</b>	Counselor III or Counseling Services Manager

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#### PURPOSE

To provide appropriate therapeutic services to target population. Maintain case files, direct program development and implementation, and train and supervise employees, students and volunteers.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Provide therapeutic services to individuals and families who have been victims of violent crime or are seeking services through the Irving Family Advocacy Center.
- Maintain statistical data and case records on services provided to clients.
- Collaborate with police department, social service agencies and programs that meet client needs.
- Provide referrals to appropriate agencies based on financial and emotional needs of clients.
- Prepare and present training to volunteers, social service agencies, clergy, officers, and others as requested on domestic violence, and crisis intervention and various mental health topics.
- Participate in community planning meetings & collaborative efforts to meet needs of client population.
- Provide supervision, direction, feedback and guidance to volunteers and interns. Responsible for interview and selection of interns.
- Maintain current referral lists for Dallas County resources.

#### If Assigned to Oversee Community Development Block Grant:

- Provide input into personnel supervision, clinical supervision for interns, and oversight for the Bilingual Services program with planning and student supervision.
- Oversee Licensed Professional Counselor Internship program including clinical supervision of interns and reporting to the Texas State Board for Licensed Professional Counselors.
- As requested, prepare and present clinical/psychotherapeutic training to interns, social service agencies, clergy, officers, and others on various mental health topics, such as domestic violence & crisis intervention.

#### OTHER DUTIES AND RESPONSIBILITIES

- Respond on scene at request of officers to provide services to victims of violent crime.
- Remain current on research, information and resources pertinent to client population.
- Manage grant statistics for reporting purposes. Remain current on grant requirements and documentation measures.
- If bilingual, provide services to Spanish-speaking population and act as a translator.

## **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 2-10 interns and/or board/contract employees.

Functional and Technical Supervision – *If Assigned to Community Development Block Grant*, Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 2-8 additional interns.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Monitor grant expenditures and budget and deposits

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Master's degree or higher with major course work in Psychology, Counseling and Guidance, Social Work, or a closely related field.

### **EXPERIENCE**

- At least two (2) years of related experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate valid Texas Driver's License, or the ability to obtain one, is required.
- Licensed Master Social Worker (LMSW), Licensed Professional Counselor (LPC) or psychology license required.

### **KNOWLEDGE OF**

- Psychology: Basic human behavior and performance, including individual differences in ability, personality, learning, and motivation. Advanced knowledge of crisis intervention, victimology, and trauma-informed care.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Sociology and Anthropology: Group behavior & dynamics, social trends, influences, and an understanding and awareness of different cultures.
- Law and Government: Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules and the democratic political process; especially Crime Victims' Compensation procedures, the criminal justice system and the protective order process.

- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation and presentation of quantitative data.
- Clinical Supervision: Supervision techniques and theory for training psychological counselors and/or interns and volunteers.

## **SKILLS AND ABILITIES IN**

- Mechanical/Technical: Operating office equipment, especially computers, copiers, fax machines, and paper shredders.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Service Orientation: Actively looking for ways to help people.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Oral Expression: Communicating information and ideas in speaking so others will understand, which includes talking to others to effectively convey information.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the ability to use Microsoft Office products.

## **GUIDANCE RECEIVED**

### **General Standards**

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

## **CONTACTS**

Interacts with investigators, social service providers, community professionals and residents.

## **EQUIPMENT AND PROPERTY**

Computer and basic office equipment.

## **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.\*

The employee is constantly required to listen and see. S/he frequently is required to grasp, handle, feel, sit, stand, talk an/or walk. Occasionally, s/he is required to drive a vehicle and lift up to 25 pounds, and rarely s/he must carry and/or kneel.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment is moderate. This job requires the employee to make decisions directly affecting the safety of others. Also, s/he may have to respond to the crime scene in the aftermath of a violent crime.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.