



City of Irving Job Description

Case Worker

FLSA Status:	Non-Exempt	Job Department:	Police
Job Code:	99415	Reports To (Job Title):	Counselor III

PURPOSE

To advocate for and assist victims and their family members in understanding victim rights and accessing community resources. Additionally, to provide crisis counseling services to ensure the safety and protection of victims.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Handle and document victim cases, which includes contacting victims via telephone, in-person, and/or by mail, as well as maintaining records on services provided to victims.
- Provide crisis counseling to victims, which includes assessing safety, providing educational information, and making referrals to supporting agencies.
- Work with police investigators to ensure victim safety, which includes helping victims obtain emergency and/or permanent protective orders.
- Assist victims in obtaining aid through programs such as Crime Victims' Compensation.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Remain current in the latest research on violence and trauma.
- Record data pertinent to further the study of violence and its effects.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

None.

QUALIFICATIONS:

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

EDUCATION

- Equivalent to a Bachelor's degree with major course work in Psychology, Counseling and Guidance, Social Work, or a related field.

EXPERIENCE

- At least one (1) year of related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas driver's license, or the ability to obtain one, is required.

KNOWLEDGE OF

- Psychology: Basic human behavior and performance, including individual differences in ability, personality, learning, and motivation.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Sociology & 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 as they relate to victims of crime.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.

SKILLS AND ABILITIES IN

- Mechanical/Technical: Safely 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.
- Speaking: Talking to others to effectively convey information.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

The employee provides direct services to victims of crime by phone, in-person, or by mail. S/he coordinates with the Dallas County District Attorney's Office to provide information about the criminal justice process and eligibility for protective orders. Also, s/he maintains a list of updated referrals for programs to meet victims' emotional, financial, psychological, and/or physical needs.

EQUIPMENT AND PROPERTY

The employee operates office equipment, to include computer, fax machine, copier, and/or shredder. Also, s/he will operate a city vehicle as needed to attend trainings, meetings, or transport clients to shelters.

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 constantly is required to listen and see. Frequently, s/he is required to grasp, handle, feel, sit, stand, talk, and/or walk. S/he occasionally is required to drive a vehicle and lift up to 25 pounds. 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 usually is moderate. This job requires the employee to make decisions directly affecting the safety of others.

* 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.