



City of Irving Job Description

Victim Services Manager

FLSA Status:	EXEMPT	Job Department:	Police
Job Code:	J151	Reports To (Job Title):	Police Lieutenant

PURPOSE

To provide administrative and clinical supervision of counselors and interns in their work providing clinical services to clients. Provide direct services to clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Prepare agency reports to present to Board of Directors, answer questions of directors and follow up on requests made by directors.
- Guide staff and supervise university interns and volunteers in providing direct services, including reviewing case notes and recordings, developing treatment plans, conducting formal assessments and generating reports, evaluate student performance and ensure continued collaboration between the schools and the city.
- Provide therapeutic services, advocacy and referrals to individuals and families who have been victims of violent crime or are seeking services through the Irving Family Advocacy Center.
- Prepare and present weekly training modules to interns and other staff members; also, maintain training records.
- Develop statistical tracking mechanisms and ensure integrity of reporting, and maintain statistical data and case records on services provided to clients.
- Research, identify, apply, and maintain grant funding opportunities. Manage grant statistics for reporting purposes; to that end, remain current on grant requirements and documentation.
- Review case documentation for accuracy, clarity & compliance with State and licensure standards.
- Collaborate with police department, social service agencies and programs that meet client needs including referral to appropriate agencies based on financial and emotional needs of clients.
- As requested, prepare and present training to volunteers, social service agencies, clergy, officers, and others on various mental health topics, such as domestic violence and crisis intervention.
- Participate in community planning meetings and collaborative efforts to meet client population's needs; Work with universities and other organizations to recruit interns & volunteers; Remain current on research, information & resources pertinent to client population and service delivery.

OTHER DUTIES AND RESPONSIBILITIES

- Respond on scene at request of officers to provide services to victims of violent crime.
- Provide clinical judgment and risk assessment via phone consultation after hours.
- 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 2-8 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Provide administrative oversight for the management of State and Federal grant contracts and oversight of appropriate reporting measures to maintain funding. Provide oversight of the management of the budget and documentation of expenditures 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 five (5) years of related experience, with two (2) years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas Driver's License, or the ability to obtain one, is required.
- Licensed Clinical Social Worker (LCSW), 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.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Sociology & Anthropology: Group behavior and dynamics, social trends, influences, and an awareness and understanding 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: Techniques and theory for training psychological counselors, as well as interns and/or volunteers.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly Microsoft Office products.

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 & Public Speaking: Communicating information and ideas in speaking so others will understand, including effectively presenting to an audience
- Teaching: Conveying new concepts and confirming comprehension by listener.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Interacts with police investigators, social service providers, Child Protective Services, community professionals, university staff, business organizations and residents of Irving.

EQUIPMENT AND PROPERTY

Computers 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. 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, 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.

* 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.