Social Resource Specialist

Under general supervision as part of the Patrol Sergeant the Social Resource Specialist will work to serve the broader social needs of the community by responding to calls to assist persons in crisis through a multidisciplinary approach. The Social Resource Specialist will provide crisis intervention, advocacy, education on victim rights, coordinate services, and provide referral to community resources. This position will act as a liaison for frontline policing, community resources, service providers, and people experiencing crisis. This individual would be part of a patrol shift team and would report to the on-duty patrol supervisor.

This position also serves on a call-out rotation requiring work after regular business hours, nights, weekends, and holidays. A take home vehicle will be provided to assist in the essential functions of the position. This classification may require a flexible work schedule to meet the needs of the department. This classification is a non-exempt position eligible for overtime pay.

Reports To: Sergeant

Exempt: No

Hourly Rate: $19.45- $26.31

**Essential Functions:**

*Essential Functions may include, but are not limited to, the following:*

- Respond to calls for service involving persons in crisis.
- Respond to calls for service involving situations that may not be criminal in nature.
- Respond to calls for service involving situations that may be criminal in nature in a support function.
- Assist complainants with non-criminal or information reports.
- Provide proactive outreach and referral to those experiencing homelessness.
- Conduct crisis intervention, and referral to appropriate community agencies.
- Coordinate care and aid in navigating between agencies and systems.
- Educate victims of crime on the criminal justice process including, but not limited to, constitutional/statutory rights and assistance in exercising those rights as a victim of crime, eligibility for Crime Victims Compensation, U-Visa applications, safety planning, and investigative processes.
- Conduct thorough case follow ups to determine the outcome of referrals, providing additional advocacy as appropriate and reduce law enforcement intervention.

- Coordinate emergency and case management services with community partners as applicable. And ensure that appropriate continuity of care and crisis follow-up are completed.
• Maintain records and case management and complete all necessary reports.
• Conduct community outreach, engagement and training activities which result in increased program utilization.
• Perform other job duties or responsibilities as requested or assigned.

**Minimum Qualifications:**
Applicant must have a minimum of:

- Bachelor’s degree in social work, psychology, criminal justice, or a related field and 1 to 2 years’ experience, paid or unpaid, in the criminal justice or social service field
- OR,

- Any combination of education and experience that has been achieved and is equivalent to the stated education and experience; has demonstrated required knowledge, skills, and abilities to successfully perform the duties and responsibilities of this job.

**Minimum Certifications and Licenses**
- Valid Texas Class C driver's license.
- Applicants must meet the requirements of the Texas Commission on Law Enforcement Telecommunicator certification within 6 months of hire.
- Applicants must meet the requirements of the National Advocate Credentialing Program Provisional Victim Advocate certification within 6 months of hire

**Qualifications Preferred, but not Required:**
- Spanish speaking
- Master’s Degree in social work, psychology, criminal justice, or a directly related field.

**Preferred Knowledge, Skills, and Abilities**

**Knowledge of:**
- Policies, practices and procedures within the criminal justice system.
- Crisis intervention techniques and resources.
- Victim Rights, criminal investigation, human behavior, trauma exposure, mental health and behavioral health
- Advocacy groups, clinical and other service providers and community outreach services.
- Procedures for gathering evidence and researching information.
- Principles and procedures of record keeping.
- Computer equipment to include word processing, spreadsheets, databases and a variety of software packages.

**Skill in:**
- Mental/ behavioral health crisis intervention and aiding persons in crisis.
- Problem-solving, critical thinking, and decision-making.
- Both verbal and written communication.

**Ability to:**
- Work independently.
- Manage time well and meet timelines.
- Communicate effectively.
- Establish and maintain effective working relationships with departmental clientele, other City employees and officials, community outreach, other organizations, clinical service providers, law enforcement personnel, and the general public.

**Physical Requirements:**
While performing the duties of this job, the employee is regularly required to stand; walk; sit; run; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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

**Working Environment**
While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; hazardous biological material; extreme cold; extreme heat; risk of electrical shock; explosives; graphic evidence or scenes; risk of radiation and vibration. The noise level in the work environment is usually loud (moderate, loud, very loud).

The work environment characteristic described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Other**
Employee is required to work overtime as the need arises, may have to answer subpoenaed appearances in court on employee's day off or before and/or after a regularly scheduled work shift.

**Note:**
*Applicant must perform all of the above duties and responsibility without any bias or prejudice against any person because of race, gender, creed, sexual orientation, mental deficiencies or religion, and applicant must perform and accomplish any other duties as directed by the Administrative Staff or the Chief of Police.*

**Applicant Process:**
Applicants shall submit a City of Manor application for employment and a personal history background packet. An eligibility list will then be established to fill positions as they become available at the discretion of the Chief of Police. The eligibility list will be good for 1 year from the closing date of the position posting but may require additional testing or review prior to appointment.

**THE CITY OF MANOR POLICE DEPARTMENT IS AN EQUAL OPPORTUNITY EMPLOYER**