

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: POLICE SOCIAL WORKER**  
**DEPARTMENT: POLICE**  
**REPORTS TO: POLICE SERGEANT**

**DATE: 6/23**

**JOB SUMMARY:**

Works closely with police officers, other city staff, community mental health agencies, school departments, recovery centers and other social service agencies to provide follow up and referral services for individuals and families in need. Provides support to individuals and families through the provision of case management, beginning at time of initial intake through referral.

**ESSENTIAL JOB FUNCTIONS:**

Provides referral services to individuals and families in need; including, but not limited to, housing assistance programs, mental health and substance use disorder treatment, and assistance eligible DHHS programs.

Fosters resource connections between identified parties in need of assistance and the community organizations best equipped to provide resource access through the facilitation of meetings and warm handoffs. Organizations may include community mental health centers, recovery networks, public assistance programs, local and district departments of education, as well as other local community entities matched to the uniquely identified individual and family needs.

Develops and maintains an extensive network of knowledge and community partnerships relative to local service agencies and other support systems available to the public in the City of Concord and Merrimack County.

Assist in position promotion and stakeholder education through development of community partnerships and public awareness.

Participates in monitoring of department databases for service eligible criminal and non-criminal incidents. Service eligible incidents include domestic disturbances, drug overdoses, welfare checks, mental health incidents, suicide attempts, death investigations, etc. in order to refer the involved parties to appropriate assistance.

Maintains open communication and partnership with first responders and other city staff in an effort to identify high risk, high need individuals and families in the community.

Collaborates with school resource officers, school guidance counselors and school social workers, as appropriate, relative to community incidents involving children enrolled within the local school system.

Engages with Adverse Childhood Experiences Response Team (ACERT) to provide relevant referral and follow-up for in need families and children.

Coordinates activities and assignments with interns, when applicable.

Actively maintains databases, records or files in accordance with agency, state, and federal confidentiality standards.

Provides case management input to other department staff members, as needed.

Serves as a Department representative at public meetings, boards, committees or task forces that are relevant to the position.

Provides training to first responders and other city staff on topics such as mental health, addiction or any other relevant topics to the position.

Maintains and enhances professional knowledge, skills, and development by attending seminars and training programs.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer      Telephone      Fax Machine      Motor Vehicle      Photocopier      Printer

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Master's degree in Social Work; and,

Two to four years of experience working with high risk, high need individuals and families; or,

Any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Experience working collaboratively with public safety organizations is preferred but not required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Knowledge of local social service organizations that provide assistance to individuals and families in need.

Modern office methods, procedures, equipment, business letter writing, and standard record keeping techniques.

Confidentiality protocols as they relate to licensure, individuals, situations and documents.

**Skill in:**

Sufficient computer skills to perform the documentary functions of the position.

Assessing and evaluating individualized situations.

Superior communication skills, both verbally and in writing, to successfully interact with a wide variety of individuals.

Ability to gain confidence and trust of person with whom they interact.

**Mental and Physical Abilities to:**

Exercise good judgment in evaluating situations and in making decisions.

Organize and maintain documents and records so as to be safe, clean, and readily retrievable.

Interpret departmental policy, procedures, and guidelines.

Write case histories and related reports.

Deal effectively with psychological and environmental problems arising in connection with case work, especially involving emotionally charged situations with individuals who have experienced trauma.

Establish rapport with individuals and social service organizations.

Deal effectively with other agencies, employees, and the members of the public.

Self-motivated and capable of working independently.

Solve practical problems and interact with a variety of individuals in various unique situations.

Perform duties while sitting at a desk.

**Working Conditions:**

Work is predominately performed in an office.

The employee may be exposed to noise.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.