



City of Irving Job Description

Counselor I

FLSA Status:	EXEMPT (FT Only)	Job Department:	Police
Job Code:	33271 (FT) / 99265 (PT)	Reports To (Job Title):	Counselor III or Counseling Services Manager

PURPOSE

To advocate for and assist domestic violence victims and their family members in understanding victim rights and accessing community resources and 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.*

- Provide crisis counseling to victims of family violence, including safety assessment.
- Provide educational information and make appropriate referrals to supporting agencies.
- Provide referrals to appropriate agencies based on financial and emotional needs of clients.
- Maintain statistical data and case records on services provided to victims.
- Collaborate with police investigators, prosecutors and social service agencies to meet victim needs.
- Assist victims in applying for Crime Victims' Compensation.
- Prepare and present training to volunteers, social service agencies, clergy, officers, and others as requested on domestic violence and crisis intervention.
- Respond on scene to crisis situations at the request of officers to provide services to victims of violent crime.
- Participate in local coalitions and community planning meetings and collaborative efforts to meet needs of client population.
- Maintain current referral lists for Dallas County resources.
- Remain current on research, information & resources pertinent to serving domestic violence victims.
- Provide direction, feedback and guidance to volunteers and interns.
- If bilingual, provide services to Spanish speaking population and act as a translator.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- If applicable, manage grant statistics for reporting purposes. Remain current on grant requirements and documentation measures.

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

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

EXPERIENCE

- At least 2 years of related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- A required license, such as a State Driver's License
- Any others, such as a Notary, NCIC Certification, etc.
- Appropriate valid Texas Driver's License
- Licensed Bachelor Social Work (LBSW), Licensed Master Social Worker (LMSW) or related certification would be beneficial.

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, 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, Crime Victim's Compensation procedures, criminal justice system and the protective order process.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation and presentation of quantitative data.

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

Direction and Varied Methods

Typically receives general direction about assignments and work results to be attained. Requires judgment to determine which methods apply and what data/information should be considered. Position must think through how issues can be addressed within existing policies and procedures and may assist others with more complex work methods and problems.

CONTACTS

This employee regularly engages with investigators, counselors and officers. On occasion, s/he engages with Division Heads External contacts include daily interaction with residents, social service providers, community professional and court personnel. Also, s/he has occasional interaction with media regarding awareness events.

EQUIPMENT AND PROPERTY

A 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. 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 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.