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Notice of Job Opening

Position: Crisis Caseworker

Applicants must meet the requirements outlined in the enclosed job description.

PLEASE NOTE: This position is in the competitive class and will be filled on a provisional basis pending the outcome of the civil service examination.

Department: Police

Number of Vacancies to be filled: 10

Rate of Pay: \$51,560 - \$73,840 annually
Commensurate with qualifications and experience

Schedule: 37.5 hours/week

Application Deadline: **Until Filled**

All applicants must submit an application online via jobs.albanyny.gov to be considered for the job opening.

Residency Requirement: YES

Per City Code § 62-1, all individuals hired by the City of Albany municipal government must be or become residents of the City of Albany within 180 days of hire. Failure to move into the City shall be deemed a voluntary resignation.

The City of Albany is an Equal Opportunity /Affirmative Action Employer.

Posted on Thursday, October 10, 2024

CRISIS CASEWORKER
(Albany Police Department)

DISTINGUISHING FEATURES OF THE CLASS: This is a professional level position within the Albany Police Department that will work as part of a multi-disciplinary team to provide specialized assistance to individuals in crisis. Caseworkers will play a crucial role in supporting and stabilizing community members, ensuring that they receive appropriate care and resources. This position will work with police officers and community partners to provide case management services to support victims and families dealing with violence, homicides, mental health, family issues, domestic violence, homelessness, and other related crises.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Responsible for providing in person crisis intervention services;
- Assess clients' physical and mental wellness, needs, preferences and abilities;
- Advocate for clients by assessing their need for referral to community services and initiate on behalf of the department;
- Refer and coordinate required medical, clinical or other community services including substance abuse treatment, housing assistance, food assistance, educational and vocational opportunities, employment, day care, transportation and other related services;
- Assist clients with application for services and programs as needed;
- Provide testimony at court hearings as required;
- Establish, maintain, and enhance professional and cooperative working relationships with City officials and local service and program providers including but not limited to local treatment agencies, social service agencies, hospitals and schools;
- Advocate for the needs of clients to City and community resource officials;
- Follow up with discharged clients to ensure they are satisfied with services received and are in good physical and mental health;
- Participate in public outreach, community initiatives, strategic planning and consulting educational campaigns on the needs of those experiencing a crisis;
- Handle confidential information in accordance with HIPAA, state and federal confidentiality requirements;
- Maintain up-to-date case files and client records;
- Complete all necessary file notes, reports and other written documentation on a timely basis;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Knowledge of community resources and referral agencies and their functions;
- Knowledge of basic intervention methods and techniques;

- Ability to communicate effectively with others orally and in writing;
- Ability to relate to and communicate with diverse populations and groups using social perceptiveness and empathy;
- Ability to distinguish between legal and referral advice;
- Ability to maintain confidentiality and exercise discretion and judgment in dealing with sensitive issues;
- Ability to assess clients interactions between peers, family, and community members;
- Ability to work in partnership with law enforcement;
- Ability to report, document and deliver anticipated services according to community protocols and procedures;
- Working knowledge of the criminal justice process;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

High School Diploma or Equivalent, **PLUS:**

- A. Master's Degree (or higher) in Counseling, Human Services, Sociology or Social Work or other closely related field;

OR

- B. Bachelor's Degree (or higher) in Counseling, Human Services, Sociology or Social Work or other closely related field; **PLUS** two (2) years' experience in case management, crisis intervention, or direct service to vulnerable population.

OR

- C. Associate's Degree (or higher) in Counseling, Human Services, Sociology or Social Work or other closely related field; **PLUS** four (4) years' experience in case management, crisis intervention, or direct service to vulnerable population.

OR

- D. Six (6) years' experience as described above.

NOTE:

Possession of a valid NYS Driver's License is required at the time of appointment and for the duration of employment.

Position may be required to work various shifts including Saturdays, Sundays and holidays.

Work may be conducted in various settings, including client homes, community centers, and police facilities.