

Notice of Job Opening

Position: Senior 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: 2

Rate of Pay: \$62,350 - \$89,230 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.

Revised on Thursday, December 26, 2024

SENIOR CRISIS CASEWORKER

(Albany Police Department)

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position within the Albany Police Department that will work as part of a multi-disciplinary team to provide specialized assistance to individuals in crisis. The Senior Crisis Caseworker will be responsible supervision of professional case work staff. Senior 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 supervision of Crisis Caseworker staff and make supervisory judgments concerning crisis case work practices and procedures;
- Assess the quality and appropriateness of services planned and provided to clients by Crisis Caseworkers;
- Take effective supervisory action given specific problems and situations;
- Assign work to and coordinate the activities of a program or department;
- Establish and guide staff development programs;
- Perform case work administrative and supervisory duties including timekeeping and record review, ensuring records are being maintain per APD guidelines
- 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;
- Ensure treatment and discharge plans are relevant to client needs and resources are used effectively;
- Evaluate client progress by participating in case reviews;
- 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;
- Review of Crisis Caseworker file notes, reports and other written documentation on a timely basis;
- Evaluate the quality of documentation in case record;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Strong ability to provide supervision, leadership and guidance to other employees;
- Thorough knowledge of the techniques involved in determining need for services and arranging for the provision of such assistance;
- Thorough knowledge of the practices and procedures of crisis casework and the social factors affecting mental, social and emotional health;
- Thorough knowledge of mental health terminology and best practices;
- Strong ability to relate and communicate with diverse populations and groups using social perceptiveness and empathy;
- Thorough knowledge of community resources and referral agencies and their functions;
- Thorough knowledge of intervention methods and techniques;
- Advanced ability to communicate orally and in writing;
- Advanced 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;
- Advanced 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;
- Thorough knowledge of the criminal justice process;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

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

- A. Possession of a Master's Degree (or higher) in Counseling, Human Services, Sociology or Social Work or other closely related field; **PLUS** two (2) years of experience in case management, crisis intervention, or direct service to vulnerable population; **OR**
- B. Possession of a Bachelor's Degree in Counseling, Human Services, Sociology or Social Work or other closely related field; **PLUS** four (4) years of experience in case management, crisis intervention, or direct service to vulnerable population; **OR**

C. Associate's Degree in Counseling, Human Services, Sociology or Social Work or other closely related field; **PLUS** six (6) years of experience in case management, crisis intervention, or direct service to vulnerable population; OR

D. Eight (8) years of experience as described above.

Note: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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.

Issued: 10/29/2024