CLASS TITLE: CASE LIAISON - COPA

CHARACTERISTICS OF THE CLASS

Under supervision, the class serves as a liaison to complainants and witnesses with cases pending with the Civilian Office of Police Accountability (COPA) providing support, information, and on-going assistance to individuals affected by the alleged misconduct of Chicago Police Department members, and performs related duties as required

ESSENTIAL DUTIES

• Acts as a liaison to complainants and witnesses by providing information proactively or in response to inquiries, and providing updates and/or notifications on the status of pending COPA cases
• Assists COPA investigators with scheduling interviews
• Provides information on departmental investigative processes and procedures, legal rights and protections, and the criminal justice process
• Contacts and advises complainants and witnesses on available programs and services for individuals affected by alleged police misconduct that is the subject of COPA investigations
• Informs complainants and witnesses during the course of COPA investigations on the progress and actions involving cases
• Creates and maintains contact listings and networks with service agencies to develop resources and to provide referrals to individuals affected by alleged police misconduct
• Participates in meetings with outside agencies to obtain information relative to victim advocacy program development or related issues
• Utilizes database files and records and produces work activity reports
• Keeps abreast of legislation and social trends that apply to advocacy policy and procedures

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

• Graduation from an accredited college or university with a Bachelor's degree plus one year Social Services, Counseling, or Administrative Support work experience, or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

• A valid State of Illinois driver’s license, is required

WORKING CONDITIONS

• General office environment

EQUIPMENT

• Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
• Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS
• No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge
Considerable knowledge of:
• applicable computer software packages and applications
• report preparation methods, practices and procedures

Some knowledge of:
• *applicable social services programs and resources
• *case management methods and procedures
• *particular needs, issues, and concerns of individuals affected by alleged misconduct of Chicago Police Department members
• *applicable federal, state and local laws and regulations pertinent to criminal wrong doing or violence issues
• *investigatory methods, practices, and procedures
• *mediation and conflict resolution methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills
• *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
• *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
• *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
• *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
• *SERVICE ORIENTATION - Actively look for ways to help people
• *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
• *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities
• COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
• SPEAK - Communicate information and ideas in speaking so others will understand
• COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
• WRITE - Communicate information and ideas in writing so others will understand
• REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
• MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
• REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.