



Code: 3575
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Social Service

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.

City of Chicago
Department of Human Resources
February, 2016