



City of Lynnwood
Community Support Spec/SW

SALARY	\$42.48 - \$54.70 Hourly	LOCATION	Lynnwood, WA
JOB TYPE	Regular Full-Time Benefitted	JOB NUMBER	2023-00068
DEPARTMENT	POLICE DEPARTMENT	DIVISION	PD - SOME SUPPORT PERSONNEL
OPENING DATE	01/05/2024	CLOSING DATE	Continuous

Summary

The Lynnwood Police Department is a community-focused law enforcement agency serving the vibrant and diverse community of Lynnwood, Washington. The mission of the Lynnwood Police Department is to provide proactive, competent, effective public safety services to all persons, with the highest regard for human dignity through efficient and professional law enforcement and crime prevention practices.

The City of Lynnwood is conveniently located just 15 miles north of Seattle. A community of approximately 36,000 covering an area of 7.86 square miles, Lynnwood serves as the commercial heart of South Snohomish County. Centrally located with easy access to I-5, I-405, and Highway 99, Lynnwood is ideal for businesses and residents looking for a place to call home. The community is home to Alderwood, one of the largest shopping malls and retail centers in Washington State. Because of its central location, well-designed office parks, and commercial services, Lynnwood has a number of major employers in the area including Edmonds College and Group Health Medical. Lynnwood boasts a diverse citizenry, with over 25% of its population from various ethnic groups. Lynnwood is identified as a regional growth center Core City by the Puget Sound Regional Council and is the only Core City solely located in Snohomish County, as well as the only Core City located between Everett and Northgate (Seattle) along the I-5 corridor.

To learn more about the Lynnwood Police Department, visit our page at:

<https://www.lynnwoodwa.gov/Government/Departments/Police-Department>

Under the general supervision of a Lynnwood Police Department supervisor, respond to people with mental health, substance use, behavioral, housing, financial and other social service needs. The duties include considerable jail population contact and is intended to bridge the gap between law enforcement and social needs of people within jail population. An individual in this classification will assist those individuals in accessing mental health, substance use, and/or homeless or other social services. Work is reviewed through conferences, analyses of reports and observations.

Successful performance of the work requires the incumbent to exercise individual initiative and apply considerable independent judgment gained through experience.

First review of applications: January 31, 2024

Essential Functions

Includes but is not limited to such essential functions as listed below:

- Cultivate contacts and establish and maintain positive, effective, collaborative working relationships with Lynnwood Police Department personnel, other law enforcement agencies, other emergency medical response agencies, court system, community leaders, Snohomish County Human Services, federal, state, regional and local agencies, homeless shelters, area community service and faith-based groups, staff of state and local hospitals and health providers in an effort to care for and assist chronic utilizers and other citizens in need of social services.
- Develop a network of working relationships with: Voluntary outreach teams, Involuntary Treatment Act (ITA) teams, Snohomish County Jail, detox providers, emergency housing providers and other social service providers.
- Frequent interaction with Lynnwood Jail staff, nurses, and inmates. Develop release plans and resource linkage for inmates who have underlying issues that contribute to illegal activity and recidivism. Assist in the development of programming services in conjunction with the Jail Commander.
- Serve as a liaison with other City departments, divisions, outside agencies and the community. Participate in system planning, including representation on various committees.
- Establish and maintain rapport with the population served.
- Provide information, consultation, and referral. Respond to requests for information about available services for homeless, mentally ill and substance abusing populations and those with other human and social service needs. Make referrals to appropriate service providers and coordinate service delivery.
- Assist the target population served with obtaining basic resources such as shelter, food, medical services, and other social and human services as needed.
- Develop and maintain a housing resource list.
- Assist with relocations.
- Provide outreach, engagement and liaison support to those people that are seen on a reoccurring basis which may require short term intensive case management. Facilitate services for high-need individuals across all involved systems of care.
- Monitor contact behaviors and progress, provide assistance to contacts toward attaining pre-determined goals and schedule contacts appointments.
- Promote best practices in treatment approaches, support systems and interventions. Meet with and interview contacts, families, and other care providers to assess needs and eligibility of services. Advocate needs of contacts within and outside system; liaise between contact, caregivers, and service providers. Provide client-level and system-wide troubleshooting and advocacy.
- Follow-up with identified individuals in an effort to bridge gaps between police and/or emergency medical contacts and social services.
- Consult with other agency professionals on difficult cases.
- Develop and recommend procedures for identifying and screening people with social service needs.
- Establish and administer tracking systems for the target population and service providers.
- Study and analyze program participation. Prepare recommendations and reports for improvement of existing and development of new programs. Review statistical data and identify future trends. Collect and prepare data for daily status reports and weekly/monthly outcome summaries.
- Prepare memos, correspondence, records, and reports related to social services activities.
- Develop, recommend, plan, initiate and organize programs, policies, procedure, and projects that will assist in efficiently addressing the human and social service needs of the target population served within the Lynnwood jail.
- Provide training to officers on social service resources.
- Manage limited resources to maximize efficiencies and effectiveness of services provided.
- Facilitate the transport of person(s) in need of assistance to appropriate facilities.
- May attend and testify at court hearings and other legal proceedings.
- Conduct in-service training sessions.
- Perform related work and special projects as assigned.

Minimum Qualifications

A master's degree in social work, psychology, nursing, or counseling or related field; and two (2) years' experience in the direct treatment of acutely and severely mentally ill, homeless, and/or chemically dependent individuals. Valid Driver's License with a driving record that is acceptable to the City's insurance carrier. Experience as a Mental Health Specialist

specific to the area of homeless individuals, preferably those living with mental illness and or substance addictions is preferred.

Preferred Certifications

- A valid Licensed Independent Clinical Social Worker (LICSW), or
- A valid Licensed Advanced Social Worker (LASW), or
- A valid Licensed Social Work Associate and Independent Clinical (LSWAIC), or
- A valid Licensed Social Work Associate and Advanced (LSWAA)

Other Requirements:

- Must successfully pass an extensive background check (including psychological, polygraph and drug screening).

This position is classified under Lynnwood Civil Service Rules.

Additional Information

Job Location and Equipment Utilized

Work is primarily performed in both an office environment, and the Community Justice Center. Equipment utilized includes standard office equipment, personal computer with associated software and peripherals and department vehicles.

Required Knowledge, Skills and Abilities

- The philosophy and objectives of social services and community service programs.
- Symptoms, common behavioral and social characteristics, and other manifestations of the disabilities affecting the population served.
- Special needs of homeless populations.
- Presentation of mental illness related behaviors and appropriate clinical interventions.
- Safety practices, policies and applicable federal, state and local laws, ordinances, codes, regulations, policies and procedures.
- Addiction process and chemical dependency (CD) treatment approaches and expected outcomes.
- Interviewing and counseling practices and techniques relevant to the population served.
- Medicaid, Medicare, and Social Security Disability Income (SSDI) guidelines.
- Local, state and regional resources and programs for the homeless, mentally ill, substance abusing population and those with other social service needs.
- Availability of community systems and resources including residential housing for the population served.
- Assessment and social casework techniques.
- Human development and behavior.
- Writing and research techniques.
- Conflict resolution principles, de-escalation and problem solving techniques.
- Judicial procedures, sentencing implications, and the corrections environment.
- Related state and federal mandates including those related to privacy and confidentiality.
- Modern office practices and computer applications, including spreadsheets, databases, and statistics.
- Excellent verbal and written communications skills, including the ability to communicate effectively with diverse populations.
- Effective public speaker in the areas of presentations, facilitation, and conflict resolution.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, other departments and city staff, city officials and the public.
- Proficient research, statistical and analytical skills.
- Proficient in MS Word, Excel, and other MS Office applications.
- Effectively prepare and present departmental reports and make public presentations in a persuasive manner to various audiences.
- Analyze programs, policies, procedures, and operational needs and make appropriate recommendations.

- Work effectively in team environments.
- Recognize personal signs of secondary trauma and prioritize self-care.
- Express ideas and recommendations clearly and effectively both orally and in writing.
- View and address the total spectrum of service needs.
- Exercise a high degree of initiative and independent judgment, problem solving and decision making within the scope of assigned authority.
- Work under pressure and meet deadlines.
- Effectively identify and resolve conflict.
- Follow oral and written instructions.
- Read, interpret, and apply work-related laws, rules, and other regulations.
- Maintain detailed records and prepare clear concise written reports.
- Support diversity and multi-cultural understanding in the workplace and the community.
- Work variable shifts including nights, weekends, and holidays.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manual dexterity and visual acuity to operate a personal computer.
- Ability to climb stairs, be on one's feet, lift and carry people and equipment and to work outside in all types of weather conditions.
- Visual acuity to read and compose various correspondence and other documentation.
- Ability to hear and speak to communicate and provide information with others in person or on the telephone.
- The nature of the position can involve situations, which may present a danger to personal safety.

Agency

City of Lynnwood

Address

City of Lynnwood
19100 44th Ave West
Lynnwood, Washington, 98036

Phone

425-670-5083
425 670-5085

Website

<http://www.lynnwoodwa.gov/Jobs>

Community Support Spec/SW Supplemental Questionnaire

***QUESTION 1**

Do you have a valid driver's license and a driving record acceptable to the City's insurance carrier?

- Yes
 No

***QUESTION 2**

Are you able to successfully pass a background check including a criminal background check?

- Yes
 No

***QUESTION 3**

I certify that all statements above are true to the best of my knowledge. I certify that I am not engaged in or associated with others who are engaged in any acts that are illegal or perceived to be illegal. I understand that any untruthfulness, deceit or failure to disclose information on my part through written or oral statements will be sufficient cause for removal from the hiring process, the Civil Service list and/or employment.

Yes

No

* Required Question