



DEPARTMENT OF

# POLICE

## Co-Responder / Victim Witness Support

**Salary:** \$56,647 - \$68,000

**Type:** FULL TIME / Grant Funded

**Benefits:** FULL BENEFITS

**Closing Date:** OPEN UNTIL FILLED

### About Police

The members of the Salisbury Police Department are committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within the City of Salisbury, while at the same time maintaining respect for individual rights and human dignity. PRIDE in our community, PRIDE in our department, and PRIDE in ourselves.

### Profile

The Co-Responder / Victim Witness Support position is connected to two critical service areas housed within the police department. The successful candidate will partner with police officers, community service providers (mental health, social or behavioral services) and other first responders, to provide effective initial on-scene de-escalation and intervention, and secondary linkage to support and resources for individuals experiencing a behavioral related crisis; provide outreach, referrals, and follow-up for community members affected by behavioral health issues. This may involve coordination with Mobile Crisis Management Services. The Co-Responder / Victim Witness Support will also coordinate victim witness services within the police department and liaison with other criminal justice agencies and non-governmental organizations concerned with victim / witness needs and rights. The Co-Responder / Victim Witness Support will provide education to community members and police department staff related to behavioral health services, de-escalation and crisis intervention, and training on victim / witness rights. The Co-Responder / Victim Witness Support will be responsible for assisting in researching and applying for grants relating to behavioral health / victim witness support.

### Preferred Education

- Master's degree in psychology, social work, substance abuse, behavioral disorders, mental health counseling, human services, or related field.
- Other combinations of experience and education that meet the minimum requirements may be substituted.

### Preferred Experience

Two or more years of experience assisting individuals with moderate to severe behavioral health needs by providing clinical and/or case management services; experience assisting criminal justice involved individuals; experience working with individuals suffering from a crisis episode(s) and utilization of de-escalation techniques; experience and knowledge assisting individuals with substance use disorders; and experience providing advocacy services to victims of crimes.

### Requirements/Certifications

- Bachelor's Degree in Health or Human Services, or related field.
- One year experience providing clinical and/or case management services in the behavioral health field.

### How to Apply

**1 Visit [PoliceApp.com/SalisburyMD](https://PoliceApp.com/SalisburyMD)**

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

# City of Salisbury Police Department

## Classification Description

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Classification Title: Co-responder Victim/Witness Coordinator

Grade: 10

Department: Police Services

FLSA Status: NE

Date: 11/29/23

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**Position Profile:** The Co-Responder / Victim Witness Support position is connected to two critical service areas housed within the police department. The successful candidate will partner with police officers, community service providers (mental health, social or behavioral services) and other first responders, to provide effective initial on-scene de-escalation and intervention, and secondary linkage to support and resources for individuals experiencing a mental health or behavioral related crisis; provide outreach, referrals, and follow-up for community members affected by behavioral and mental health issues. This may involve coordination with Mobile Crisis Management Services. The Co-Responder / Victim Witness Support will also coordinate victim witness services within the police department and liaison with other criminal justice agencies and non-governmental organizations concerned with victim / witness needs and rights. The Co-Responder / Victim Witness Support will provide education to community members and police department staff related to behavioral health services, de-escalation and crisis intervention as well as training on victim / witness rights.

### Duties and Responsibilities

**Administration/Department Administration:** The CID Commander has the ultimate responsibility and authority for administering and coordinating the department's role in Co-responder Victim/Witness assistance. The CID Supervisor will supervise and guide the Co-responder Victim/Witness Coordinator for ensuring that the liaison functions in section 301 of the Salisbury Police Departments written directives are effectively performed.

1. Conducting surveys of Co-responder Victim/Witness assistance needs and available services within our service area at least every three years. This analysis of victims and witness assistance needs will be one of the primary duties to be fulfilled by the Co-responder Victim/Witness Coordinator. The analysis includes the following elements:
  - i. The extent and major types of victimization within the agency's service area;
  - ii. An inventory of information and service needs of victims/witnesses in general (including homicide or suicide survivors) and special victims, such as those victimized by domestic violence, abuse and neglect (especially children and the elderly), sexual crimes, and drunken drivers;
  - iii. Victim assistance and related community services available within the service

- area; and
  - iv. Identification of all unfulfilled needs and the selection of those that is appropriate for the agency to meet.
2. The Co-responder Victim/Witness Coordinator will maintain liaison with other criminal justice agencies such as the Wicomico County State Attorney's Office, governmental and non-governmental agencies/organizations concerned with Co-responder Victim/Witness needs and rights; contacts have been identified, in part, through the analysis noted in Item No. 1. The purpose of liaison is at least two fold:
- a. to ensure that our referrals of victims/witnesses to outside sources are based on accurate and up-to-date knowledge of the services offered by those sources;
  - b. to maintain an ongoing channel of communication by which to offer and receive suggestions about how the department and outside sources can more effectively work together in order to better serve the victims/witnesses. Liaison may be initiated by letter, phone call, email or in person.

The Co-responder Victim/Witness Coordinator will submit a quarterly report to the CID Supervisor which will be forwarded to the CID Commander outlining the results of liaison contacts. This report will contain the minutes, if any, of meetings with outside agencies.

If a definitive arrangement is made with an outside source(s) as to the special referral of victims/witnesses to a particular outside source(s) the Co-responder Victim/Witness Coordinator will confirm the arrangement in writing to the appropriate outside source(s) within 5 working days.

The Co-responder Victim/Witness Coordinator, under the direction of the CID Supervisor, will be responsible for conducting and analyzing the survey required in Item No. 1.

3. The Co-responder Victim/Witness Coordinator will, under the direction of the CID Commander, be responsible for conducting case management, follow-ups, and referral services for:
- a. Victims to which emergency petitions have been completed by SPD personnel,
  - b. Victims, witnesses and contacts whom have been identified as potential victims of some form of behavioral crisis,
  - c. Other potential contacts that have exhibited some form of behavioral crisis.
4. The Co-responder Victim/Witness Coordinator annually be responsible for updating resources available for behavioral health needs to include addictions support.
5. The Co-responder Victim/Witness Coordinator will respond to phone calls, emails and other communication from the general public, allied agencies and other parties. Good

communication skills are a necessity.

6. The Co-responder Victim/Witness Coordinator will enter data and supplemental investigative reports into the computer system. Good typing and computer skills are a necessity.
7. The Co-responder Victim/Witness Coordinator must be trustworthy and dependable in handling sensitive information that he/she will routinely encounter.
8. The Co-responder Victim/Witness Coordinator will develop, organize and maintain manual information sources, files and automated systems for retrieval of reports, resources and a variety of important business records.
9. The Co-responder Victim/Witness Coordinator will utilize the Maryland District Court Database, Maryland Judiciary Case Search and other available resources for tracking case status and disposition.
10. The Co-responder Victim/Witness Coordinator will maintain an on-call status for emergency situations where their specialized knowledge, skills and resources could benefit an investigation or assist a Co-responder Victim/Witness in addressing a critical need.
11. The Victim /Witness Coordinator will testify in court when required by appropriate summons/subpoena.
12. The Co-responder Victim/Witness Coordinator will attend a variety of meetings to facilitate communication and liaison activities with partner agencies and referral resources.

**Skills Proficiency/Strategic Planning:**

1. Ensure that all victims and all other witnesses receive professional handling consistent with their important investigative role.
2. The Co-responder Victim/Witness Coordinator will, under the direction of the CID Commander and as requested through the Duty Officer, respond to and assist officers investigating a behavioral crisis incident. These incidents may include, but are not limited to incidents requiring the completion of an emergency petition, incidents involving addiction recovery assistance referrals, and incidents involving behavioral health that may not reach the level of an emergency petition.
3. The Co-responder Victim/Witness Coordinator will collaborate with the departments peer-support and Department Psychologist in assisting with internal behavioral health issues among Department Personnel.

4. The department will have a phone line available 24 hours per day, 7 days per week for Co-responder Victim/Witness assistance information and referral services from departmental personnel. The phone number is furnished to all Co-responder Victim/Witnesses as noted in Section 301.

If the Co-responder Victim/Witness Officer is unavailable, calls will be taken by the Duty Officer.

The Co-responder Victim/Witness Coordinator is normally the central point of contact for information about referral services for victims and other witnesses in need of counseling, medical attention, and emergency financial assistance. The CID Supervisor will be the point of contact in the absence of the Victim Services Coordinator.

5. The Co-responder Victim/Witness Coordinator shall act as a victim's rights advocate in matters as they relate to police misconduct in accordance with Maryland House Bill 670. As the victim's rights advocate, he/she shall:
  - a. Explain to the complainant the complaint, investigation, Administrative Charging Committee and Trial Board process;
  - b. Any decisions by the Administrative Charging Committee to terminate an investigation;
  - c. Provide the complainant with an opportunity to review the police officer's statement, if any;
  - d. Notify the complainant of the status of the case at every stage of the process;
  - e. Provide a case summary to the complainant within 30 days and the final disposition of the case.
6. The Co-responder Victim/Witness Coordinator will complete some investigative tasks that do not require a sworn officer. Supplemental reports will be completed when required.
7. The Victim /Witness Coordinator will testify in court when required by appropriate summons/subpoena.

**Leadership/Team Leader:** Provides guidance and strategies on how to best handle individuals in behavioral crisis.

1. Ability to handle behavioral crisis situations and maintain a high degree of confidentiality.
2. Collaborates with co-workers and other agency stakeholders when interacting with victims, witnesses and those in behavioral crisis.
3. Interacts with other organization case managers to identify potential resources for victims, witnesses and those in behavioral crisis.

**Stewardship/Financial:** Manages grants assists the Command team with budgets involving co-responder and victim / witness needs.

1. Seeks out and applies for grants relative to the position
2. Monitors and reviews expenditures within the co-responder budget and keeps the Command team updated.

**Development/Leadership Development:** Provides opportunities to engage in leadership development and learn about career advancement.

1. The Co-responder Victim/Witness Coordinator, under the direction of the CID Commander, will inform all newly hired non-sworn employees about our existing community Co-responder Victim/Witness programs serving the public and agency personnel. Following this orientation, it is expected that the employees will be able to provide knowledgeable answers to questions from the public concerning Co-responder Victim/Witness assistance offered by our agency and other community organizations. The orientation may consist of lecture, handouts of memoranda or quarterly reports, among other teaching methods.
2. The Co-responder Victim/Witness Coordinator will, under the direction of the CID Commander, be responsible for the training of sworn personnel, Police Communications Officers and Public Service Officers concerning Co-responder Victim/Witness rights programs and the role of the programs in meeting our law enforcement mission. The training of sworn personnel will follow their graduation from recruit training; Police Communications Officers and Public Service Officers will be trained before assuming their official duties.

#### **Performance Expectations**

- 1) Be at work on time.
- 2) Be available for work.
- 3) Give a full day's work.
- 4) Be positive in response to directions.
- 5) Learn present and new jobs.
- 6) Adjust to changes.
- 7) Get along with others.
- 8) Know and follow rules.

#### **Education and Experience**

- Bachelor's Degree in Health or Human Services, or related field.
- One year experience providing clinical and/or case management services in the behavioral health field.
- Upon being hired, will complete the following training:
  - a 40 hours crisis intervention training
  - b Emergency Petition training for behavioral health personnel (via. Wicomico County Health Department).
  - c Naloxone Training
  - d De-escalation Techniques Training

- Excellent verbal and written communication skills. Ability to read, analyze and interpret complex documents.
- Ability to effectively communicate with the public courteously and tactfully at all times.
- Capability to solve problems creatively, establish facts and draw valid conclusions.
- Valid Driver's License

### **Physical Requirements**

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as residential or commercial buildings, offices, mechanical rooms, garages, meeting or training rooms, parking lots, maintenance sites and firearms ranges e.g., use of safe work place practices with office equipment, avoidance of trips and falls, observance of fire and building safety regulations, and observance of traffic signals when driving.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.