

POLICE SOCIAL WORKER

DEFINITION:

Under the general supervision of the Chief of Police, the Police Social Worker (PSW) provides professional clinical, behavioral health, crisis intervention, and social service support to the East Haven Police Department (EHPD). This position conducts clinical assessments, provides crisis intervention, coordinates social-service referrals, conducts proactive outreach, and supports both community members and Department personnel. The role requires adherence to the National Association of Social Workers (NASW) Code of Ethics, trauma-informed practice, cultural humility, and close coordination with internal and external partners.

ESSENTIAL JOB DUTIES:

The Police Social Worker responds to behavioral health, trauma, and crisis related incidents alongside police, fire, and EMS personnel; conducts clinical assessments and determines appropriate intervention strategies, including emergency psychiatric certifications when warranted; provides crisis intervention, follow-up support, and proactive outreach to high need individuals and families; coordinates referrals and service connections with community providers, hospitals, schools, and state agencies; offers victim advocacy support and guidance through protective order processes; delivers training to Department personnel in behavioral health awareness, de-escalation, and trauma informed practices; participates in inter-agency case coordination and community-based initiatives; prepares required documentation, case notes, and performance metrics; and maintains compliance with departmental procedures, accreditation requirements, safety protocols, and NASW ethical standards.

Examples of Essential Job Duties (Duties are illustrative only and not all-inclusive):

- Crisis Response and Clinical Assessment
 - Responds with police, fire, and EMS personnel to behavioral health, trauma, substance use, and crisis-related incidents, including those arising from 911 calls or officer/dispatcher referrals.
 - Conducts on-scene and post-incident clinical evaluations; determines interventions, including initiating an emergency certificate under CGS §17a-503.
 - Develops safety plans and stabilization plans and follows up with intervention strategies.
 - Provides suicide prevention, intervention, and postvention support services.
 - Provides clinical consultation to officers, supervisors, dispatchers, civilian staff, firefighters, and other emergency personnel.
 - Responds to regional critical incidents as directed.
 - Conducts debriefs with personnel and regional partners as directed.
- Proactive Outreach and Case Management
 - Conducts proactive outreach to high-need individuals, frequent utilizers of police services, at-risk youth, unhoused individuals, and vulnerable adults.

- Performs community-based follow-up visits, wellness checks, and service coordination when appropriate and safe.
- Collaborates with schools, hospitals, treatment programs, shelters, recovery networks, youth service bureaus, and social service agencies.
- Participates in prevention initiatives, harm reduction programming, and public education efforts.
- Conducts opioid follow up and assessments.
- Participates in Juvenile Review Board (JRB) and other youth intervention programs as assigned.
- Victim Services and Support
 - Supports victims of domestic violence, child/elder abuse, sexual exploitation, human trafficking, and trauma-related incidents.
 - Assists individuals in obtaining protective, restraining, and civil-relief orders.
 - Ensures referrals to victim-advocacy organizations and state protective-service agencies.
- Training, Education, and Inter-Agency Collaboration
 - Provides training for EHPD officers, dispatchers, firefighters, EMS personnel, and Town staff.
 - Participates in cross-training and inter-disciplinary team meetings.
 - Attends community meetings, Town forums, advisory boards, and interagency working groups.
 - Serves as a subject matter expert and assists in the development of departmental policies.
 - Conducts annual police officer wellness checks as dictated by the CT General Statutes.
- Documentation, Reporting, and Performance Metrics
 - Prepares case notes, summaries, incident reports per EHPD standards.
 - Maintains statistical data; contributes to reports.
 - Tracks program metrics including linkages, reductions in repeat calls, and diversions.
 - Assists with program development, grant-supported initiatives, data collection, and outcome reporting.
 - Ability to testify in court or other legal settings.
- Operational Responsibilities
 - Flexible schedule including evenings, weekends, holidays, call-outs.
 - Follows mandatory safety protocols including officer-accompaniment when required.
 - Utilizes radios, secure devices, and department technology.
 - Performs related duties as assigned.
- Confidentiality and Ethical Standards

- Adheres to NASW Code of Ethics, including confidentiality and trauma-informed practice.
- Clearly explains limitations of confidentiality in a police-embedded setting.
- Ensures documentation complies with HIPAA, State law, and EHPD policy.
- Maintains confidentiality of Criminal Justice Information Systems (CJIS) data in compliance with State and Federal law.
- Performs all other related work as directed.

MINIMUM QUALIFICATIONS:

- Education, Training, and Experience
 - Master's degree or higher in Social Work or a related field from an accredited college or university required.
 - Minimum three (3) years of clinical, crisis-intervention, or mental-health experience required.
 - Connecticut Licensed Clinical Social Worker (LCSW) required.
 - Must meet statutory requirements for issuing emergency certificates under CGS §17a-503.
 - Experience working in emergency situations is highly preferred.
 - Experience working in a law enforcement setting is highly preferred.
 - Mediation, trauma-informed practice, or deescalation experience preferred.
- Special Requirements
 - Must maintain a valid Connecticut driver's license.
 - Must pass a law enforcement background check.
 - Must be able to obtain and maintain any EHPD, State, or Federal Criminal Justice Information Systems (CJIS) access certification and security requirements as determined by the EHPD.
 - Must complete mandatory safety training.
- Required Training and Competencies
 - Crisis Intervention Training (CIT) at both the user and instructor levels.
 - Trauma Informed Care.
 - Motivational Interviewing.
 - Officer Safety Awareness.
 - Co-Responder model fundamentals.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge and Ability
 - Knowledge of law-enforcement culture and operations.
 - Ability to function within a paramilitary environment.
 - Understanding of mental-health systems, state agencies, and social services.
- Skills

- Crisis-management, deescalation, diagnostic, and assessment skills.
- Excellent communication skills.
- Strong case management and coordination abilities.
- Cultural humility and trauma informed practice.
- Analytical and problem-solving skills.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

- Office and field work with exposure to stressful situations.
- Requires responding to crisis scenes.
- Sustained attention and decision-making required.
- Use of radios, vehicles, and safety equipment.

ADDITIONAL INFORMATION:

This job description is not a contract and may be amended by the Town, as needed.