

Public Safety Engagement Officer

THE POSITION

Under the direction of the Public Safety Manager and/or Public Safety Supervisor or his/her designee, the Public Safety Engagement Officer (PSEO) will work in the City and collaborate with Los Angeles County Sheriffs (Carson Station) and a diverse set of entities to support compassionate solutions to homelessness. This position will serve as lead liaisons for the City by leveraging and building partnership with other Los Angeles County, non-profit service providers and faith-based organizations as being the first to make contact and engage with the homeless to provide recommendation of services. The incumbent will also assist in disseminating relevant data and information to City residents and the business community.

ESSENTIAL DUTIES

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.)

- Work with team members to assist homeless people in response to requests received and while performing outreach duties
- Work to identify and investigate homeless situations based on requests received
- Provide linkages to resources available for the homeless population
- Maintain a comprehensive up-to-date resource base for homeless services and referrals
- Efficiently utilize the mental health/suicide crisis number “988” call center, and other related crisis center resource centers and call lines.
- Maintain up to date records for services provided to clients directly in the field
- Maintain professional relationships with offices of local government, and City and County Departments
- Review Request for Services to identify areas of necessary follow-up
- Not limited to duties assigned by management for the region or department needs
- 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. This is a very active position. While performing the duties of this job, the employee is regularly required to walk; climb or balance, and stoop, kneel, crouch or crawl.
- Work with LASD Carson Station, faith-based organizations, local entities and staff to coordinate the recruitment of volunteers and staff for the annual Point In Time Homeless Count (“homeless count”);
- Perform other duties as assigned.
- May be required to attend and participate in trainings on homeless services and related activities and duties of this position.

QUALIFICATIONS

Education and Experience:

Any combination of education, training and experience to demonstrate possession of the knowledge, skills and abilities to successfully perform in the position.

Knowledge of:

- Experience performing intakes and assessing social service needs
- Working with substance abusers and/or persons with multiple diagnoses
- Ability to maintain professional relationships with diverse organizations and community representatives.
- Good conflict resolution skills
- Work and lead teams with professionalism
- Applicants should possess a positive attitude, an ability to comfortably interact with diverse populations, be energetic and independent, and have a strong desire to learn.
- Good communication typing skills and computer proficiency, including Microsoft Office Suite
- Recordkeeping techniques

Skill and Ability to:

- Applicants must demonstrate strong public speaking skills and the ability to communicate with all levels of staff and LASD, Carson Station and homeless individuals.
- Must have excellent time management, project management skills, and the ability to prioritize multiple tasks to meet deadlines.
- The position will require significant extended hours during the critical moments prior to the Homeless Count; use of a smart phone and regional travel could be required.
- Must have the ability to use and learn mobile devices such as radio, cell phone and other mobile communication devices.
- Ability to obtain training and provide resources related to human trafficking.

Licenses and Certificates:

Possession of a valid California Class C driver's license is required. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program, which confirms possession of a valid driver's license and reflects driving record.

Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally require:

- Vision (which may be corrected) to read small print;
- Mobility to stand, stoop, reach and bend;

- Mobility of arms to reach and dexterity of hands to grasp and manipulate small objects;
- Ability to stand for long periods;
- Ability to walk long distances;
- Wear protective apparel including goggles, face protectors, aprons, and safety shoes;
- Perform lifting, pushing and/or pulling of objects which does not exceed 50 pounds and is an infrequent aspect of the job;
- May be required to work in inclement weather without effective protection from sun, cold and rain;
- May be required to work around loud noise;
- May be required to use personal vehicle in the course of employment.