



Case Liaison

Bid/Job Announcement

Number of Positions: 1

This position is open to current BIDDERS from AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL EMPLOYEES (AFSCME) and the PUBLIC including current City of Chicago employees in other unions or non-union positions. Only current City employees covered under the City's collective bargaining agreement with AFSCME are considered BIDDERS and are eligible to bid. Qualified BIDDERS who properly submit a bid will receive preference over any non-bidders.

BID INSTRUCTIONS:

1. Apply on the bid site: www.cityofchicago.org/careers;
2. Check the box on your profile titled "Currently employed by the City of Chicago".
3. Enter your employee ID (located on your pay stub labeled 'payee/employee number'); and
4. Select your correct bargaining unit.

Failure to follow these instructions will result in a rejected bid application.

WORKING WITH THE CIVILIAN OFFICE OF POLICE ACCOUNTABILITY (COPA)

The mission of COPA is to:

- provide a just and efficient means to fairly and timely conduct investigations within our jurisdiction;
- determine whether allegations of police misconduct are well-founded;
- identify and address patterns of police misconduct; and
- make policy recommendations to improve the Chicago Police Department, thereby reducing incidents of police misconduct.

ROLE SUMMARY

Under supervision, this position with the City of Chicago's Civilian Office of Police Accountability (COPA) serves as a liaison to complainants and witnesses with cases pending with (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.

Location: 1615 W. Chicago Ave, 4th floor, Chicago, IL 60622

Days: Monday - Friday

Hours: 9:00am to 5:00pm

Salary: Starting at \$64,668.00

This position is covered by the collective bargaining agreement between the City of Chicago and the American Federation of State, County and Municipal Employees (AFSCME) and is in the career service.

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.
- 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.
- 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.
- Tracks requests to be processed by COPA's Video Release and Transparency Unit.
- Attends internal meetings related to major cases and other high-profile incidents.
- Communicates with family members of people involved in major incidents to inform them about the city of Chicago's Video Release Policy.
- Schedules and attends meetings with people involved in major incidents, family members and/or attorneys to view videos and provide investigation updated prior to video postings.

The list of essential duties is not intended to be exhaustive; there may be other duties that are essential.

MINIMUM QUALIFICATIONS

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.

Preference will be given to candidates possessing the following:

- Bachelor's degree or higher
- Previous customer service experience
- Previous work experience in the fields of social services or social work
- Previous experience working in the criminal justice field or a related field
- Previous work experience in case management
- Advanced Spanish speaking skills

ABOUT YOU

COPA is seeking candidates with a strong focus on the following values:

- *Integrity*: Maintaining a commitment to honesty, personal responsibility, excellence, and utmost professionalism in the work performed by COPA and in all internal and external interactions. This includes a commitment to identifying and dismantling discriminatory systems and culture within COPA, the Chicago Police Department, and the community.
- *Transparency*: Promoting the sharing of information about the work of COPA internally and externally in a manner not in conflict with City and COPA policy, such that the public trust in the mission of COPA is established and maintained. This includes a commitment to cultivating a respectful work environment and team building to ensure effective communication that furthers common goals.
- *Independence*: Conducting the business of COPA in a manner that is objective and free from political or other outside influences, such that the public trust in the mission and work of COPA is established and maintained. This includes a commitment to informed decision making and continual efforts to improve processes and systems to further the mission of COPA.
- *Timeliness*: Conducting the business of COPA in a manner that promotes timely and fair resolution to all matters.

SELECTION REQUIREMENTS

This position requires applicants to complete an interview. The interviewed candidate(s) possessing the qualifications best suited to fulfill the responsibilities of the position, based on the interview will be selected.

All references to political sponsorship or recommendations must be omitted from all application materials submitted for City employment.

The City is an Equal Employment Opportunity and Military Friendly Employer.

All employees of the City must be actual residents of the City as outlined in 2-152-050 of the City Chicago Municipal Code. Proof of residency will be required.

All positions with the City of Chicago close promptly at 11:59 pm CDT. Applications for this position will be accepted from March 8, 2024, until 11:59 pm CDT on March 22, 2024. No exceptions will be made.