



Case Liaison

ROLE SUMMARY

Under supervision, this position with the 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

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.

"Accredited" means any nationally or regionally accredited college, university, or law school where the applicant is enrolled in or has completed an Associates, Bachelors, Masters, or Juris Doctorate degree program.

A valid State of Illinois driver's license is required.