

CITY OF GLENDALE

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| TITLE: | Fire Department Staff Counselor | CLASS CODE: | 691 |
| REPORTS TO: | Fire Chief | GRADE: | 24 |
| DEPARTMENT: | Fire | FLSA: | E |
| JOB DESCRIPTION DATE: October 23, 2007 | | | |

JOB SUMMARY

Provides assistance to department staff, family and citizens as needed in response to various types of incidents which may require psychological or emotional counseling and/or guidance. May serve as department chaplain as assigned.

ESSENTIAL FUNCTIONS

1. Provides Critical Incident Stress Management debriefing as requested by appropriate Fire Captain or command staff member.
2. Provides counseling to staff; makes referrals to Employee Assistance Program and/or other appropriate resources as needed.
3. Responds to all Fire Department fatality or major injury incidents; assists with family notification and follow up services.
4. Responds to multiple alarm incidents as directed.
5. May assist with line of duty death memorials and/or funerals.

SECONDARY FUNCTIONS

6. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Methods for diffusing possible hostile or difficult situations
- Methods of crises intervention and behavioral assessment
- Effective intervention resources

Ability to:

- Act effectively in emergency and crisis situations
- Establish and maintain effective working relationships with employees, municipal officials, volunteers, and the public
- Communicate effectively both orally and in writing
- Maintain confidentiality and awareness of potentially sensitive issues

WORKING CONDITIONS

Office environment with exposure to incident emergency settings. Some exposure to extreme weather conditions and crisis scene events and conditions.

MINIMUM QUALIFICATIONS

Associates degree in Psychology, Sociology, or a related field, and three years of experience in providing counseling services in emergency response settings.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.