



## COMMUNITY ENGAGEMENT LIAISON (POLICE)

### JOB DESCRIPTION

<b>Department:</b> Police	<b>Division:</b> Services
<b>Work Location:</b> Varies	<b>Percent Time:</b> 100% (1.0 FTE)
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-exempt
<b>Reports To:</b> Services Lieutenant	<b>Union:</b> Non-union

### JOB SUMMARY

The Community Engagement Liaison serves as a trusted liaison between Urbana residents - particularly those from underserved and marginalized communities - and City resources, community organizations, and violence prevention initiatives. This position combines proactive community engagement with targeted conflict mediation and violence interruption strategies. The Community Engagement Liaison works to reduce harm, prevent retaliation, strengthen neighborhood relationships, and increase equitable access to services and opportunities. This non-sworn role collaborates with law enforcement and with other City departments, public safety partners, schools, hospitals, and community-based organizations to promote safety, wellness, and community resilience. This is a limited-term position with an anticipated duration of three (3) years.

**Distinguishing Characteristics:** The Community Engagement Liaison is distinguished from the Community Services and Liaisons Supervisor by the scope of work and supervisory responsibility within the Police Department. The former maintains a scope of work that is primarily focused on working directly with residents and community partners and coordinates specific projects and partnerships with and for the department's Community Engagement Sections, while the latter has both an internal and external focus, with a narrower external scope than the former and responsibility for internal supervision of non-sworn Police Services representatives and Police Services administrative support functions.

### ESSENTIAL FUNCTIONS

- Actively supports and upholds the City's mission and values.
- Builds and maintain strong relationships with residents, neighborhood leaders, schools, faith-based groups, and local organizations.
- Conducts proactive outreach to individuals and communities at elevated risk of violence.
- Works with residents and community members to identify and mediate conflicts to prevent escalation and retaliation.

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- Provides trauma-informed support and maintains consistent engagement with members of at-risk populations.
- Connects residents to community resources including mental health, employment, education, housing, and victim services.
- Develops and facilitates workshops, events, and outreach initiatives focused on safety, wellness, and civic engagement.
- Documents outreach, mediations, and referrals in accordance with City and department requirements and established procedures.
- Assists in developing and maintaining the Urbana Police Department's community engagement programs, particularly those focused on outreach to at-risk populations in the community.
- Assists in developing mechanisms and strategies to facilitate communication between the Police Department and citizens regarding progress toward organizational goals, changes and achievements.
- Assists in representing the City of Urbana, as assigned, through networking and participation in a variety of meetings, public forums and social and civic functions with elected officials, external agencies, and community, neighborhood and business organizations.
- Creates, cultivates, and deepens strategic partnerships with key community members and groups.
- Attends meetings, seminars and forums of interest to keep informed of changing trends or legislative initiatives. Monitors publications and networks for relevant information pertaining to agendas assigned area of work. Reports significant information to Supervisor and members of Urbana Police Administration as required.
- Maintains various records of activities and programs. Prepares general correspondence and summary reports; makes reports on community engagement activities.
- Monitors social and community trends and issues.
- Maintains a database of community contacts.
- Assists with researching, writing, and designing internal and external communication such as press releases and annual reports for the public.
- Maintains strict confidentiality when in contact with or working with sensitive information requiring considerable use of tact, discretion, and judgment.
- Gathers community feedback and provides recommendations to support equitable policies and resource allocation.
- Performs other related duties as assigned.

**STANDARDIZED ESSENTIAL DUTIES:**

- Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.
- Assists the public with inquiries, requests, and/or problems in a friendly, respectful, courteous, and professional manner.
- Communicates and reinforces organizational culture and values.
- Recognizes situations which are beyond one's own limits and directs them to the appropriate person.
- Maintains ongoing communication with supervisor, informing them of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.
- Maintain a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media. Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.
- Maintain security of confidential and sensitive information and material in performing assignments relative to any information received directly or indirectly.
- Complies with City and department policies and procedures.
- Reports to work on time and as scheduled.

**JOB REQUIREMENTS**

**Education & Experience**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

- High school diploma or GED equivalent.
- At least five (5) years of professional experience developing, facilitating, and/or supporting targeted community engagement efforts, violence prevention, community outreach, advocacy, social services, or similar work in a closely related field which provides an understanding of human relations issues, programs, and problems; or an equivalent combination of education and experience.
- Demonstrated experience working with individuals of varied backgrounds, (e.g., ethnic, cultural, racial, and socioeconomic).
- Demonstrated experience working effectively with underserved or at-risk populations.

Knowledge of

- Principles and best practices of community outreach, advocacy, and social justice and or reform efforts and impacts.
- Trauma-informed care.
- Contemporary issues relating to community relations, youth, law enforcement, and individuals re-entering society.
- Principles and techniques of communications, and interpersonal, community, and human relations.
- Knowledge of and sensitivity to the needs of the various socioeconomic, cultural, and ethnic backgrounds of the community.
- General knowledge of business and public administration practices including recordkeeping, office procedures and software, English language usage, spelling, grammar and punctuation.

Skills

- Outstanding oral and written communication skills, including the ability to effectively present complex or sensitive information to a wide variety of audiences.
- Conflict resolution and de-escalation skills.
- Exceptional organization and time management skills.
- Active listening and interpersonal communication skills.
- Using computers and various software programs including Microsoft Office.

Ability to

- Work independently in a variety of community-based settings, with minimal direct supervision.
- Apply sound independent judgment and decision-making in structured and unstructured work environments.
- Maintain a high level of personal integrity/credibility in order to build and maintain meaningful community relationships and partnerships.
- Work collaboratively with others, including City staff, elected officials, community members and various community partners to communicate, advocate, and achieve organizational goals.
- Remain calm and work effectively in high-pressure situations.
- Manage multiple priorities in a fast-paced, deadline-oriented environment.

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois Class D driver's license within 15 days of employment and maintain a safe driving record.

Special Requirements

- This position is occasionally required to work outside standard business hours. The incumbent must be available to work evenings, and weekend hours as required to attend community events, board and commission meetings, and to meet with City partners and stakeholders as needed.

**JOB DIMENSIONS**

Supervision received

- This position works under the general supervision of the Services Lieutenant. The incumbent develops procedures for performance of a variety of duties and/or performs complex tasks within established policy guidelines.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions.

Security Level

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information or unescorted access to physically secure locations or controlled areas (during times of CJI processing).
- Level PII: essential functions require access to and responsibility for detailed personally identifiable information that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.
- Level PSY: essential functions require the incumbent to demonstrate psychological suitability.
- Level MVR: essential functions require frequent use of City vehicles.

Physical Demands and Working Conditions

- Physical Demands: Requires: the ability to operate repetitively at times, a personal computer, Also requires ability to operate multi-line telephone and photocopier; ability to concentrate and consistently produce accurate work. While performing the duties of this job, the employee is frequently required to sit or stand for long periods of time; use hand to find, handle, or feel, reach with hands and arms; and talk or hear. Incumbent must occasionally lift and/or move up to 25 lbs. Ability to see and hear within normal range, without or without correction.
- Working Conditions: Work occurs primarily in an office setting or other secure, indoor environment where the noise level is low to moderate. Occasionally required to work in

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outdoor environments, with varying noise levels, exposure to weather and elements, and unstructured interactions, such as public events.

- Interactions with others are somewhat unstructured. The purpose may be to influence or motivate others, to obtain information or to control situations and resolve problems. Interactions may be with individuals or groups of co-workers, students or the general public, may be moderately unstructured, and may involve persons who hold differing goals and objectives. Individuals at this level often act as a liaison between groups with a focus on solving particular unstructured problems. Interactions at this level require considerable interpersonal skill and the ability to resolve conflict.
- The employee operates under general supervision expressed in terms of program goals and objectives, priorities and deadlines. Administrative supervision is given through statements of overall program or project objectives and available resources. Administrative guidelines are relatively comprehensive, and the employee need only to fill in gaps in interpretation and adapt established methods to perform recurring activities. In unforeseen situations, the employee must interpret inadequate or incomplete guidelines, develop plans and initiate new methods to complete assignments based on those interpretations. Assignments are normally related in function, but the work requires many different processes and methods applied to an established administrative or professional field. Problems are typically the result of unusual circumstances, variations in approach, or incomplete or conflicting data. The employee must interpret and refine methods to complete assignments. Characteristic jobs at this level may involve directing single-purpose programs or performing complex, but precedented, technical or professional work.

**VISION:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and safely operate a motor vehicle; visually inspect work in progress, with or without correction.

**HEARING:** Hear in the normal audio range with or without correction.

*The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Class Specification History**

New class: May 6, 2026

New class code:

*For HR/Finance Use*

<b>Job Class Code</b>	<b>Pay Grade</b> 109N
<b>EEO Category</b> 6–Administrative Support	<b>LVL</b>