Burnout - Not Worth the Risk

Sarah Curtis
Loss Control Training Consultant
This is not intended to be an exhaustive list of all responsibilities, duties and skills required. To perform a variety of tasks in support of the police records functions; to work directly with the public and other police personnel by taking complaints and inquiries over the phones and in person; and to record, file, retrieve and assimilate a variety of data related to the effective functioning of the Police Department. Adhere and comply with the City Personnel Policy and Procedure Manual. Provide support and assistance to police personnel, the public and other organizations and agencies regarding police records; provide information regarding police activities, operations and records to the public; department personnel and other agencies. Perform a variety of tasks associated with maintaining accurate police records in various databases; prepare various printouts for police staff as necessary; input data regarding cases, incidents, citations, reports and other related matters into the computer and verify the information on those reports. Collate and file a variety of reports, records, information and paperwork; participate in maintaining an up-to-date police records filing system; prepare photocopies; distribute material as appropriate; purge files when appropriate. Inspect police reports for accurate and complete information; enter information into computer; verify and complete information as necessary. Prepare and perform a variety of routine calculating, accounting and typing duties for the processing of citations and preparation of cases for Court. Receive payment on fines and citations; receipt and prepare deposit of all money received by Court and the records division. Complete disposition on citations; complete necessary forms; as directed, type court documents, proofread material to assure proper layout, arrangement, grammatical composition, spelling, and inclusion of all pertinent information. As assigned, attend court sessions, greet and serve the public at the counter and on the telephone, respond to inquiries in courteous and professional manner, and provide information within the scope of knowledge and authority. Makes copies of reports for police staff and general public as needed. **OTHER DUTIES AND RESPONSIBILITIES** Coordinate with the police department or other legal officials as needed; Preparation of correspondence. Sort and distribution of mail. May serve as a notary public. May perform duties of relief dispatcher as necessary. Researching and preparing accurate crime statistics for the public and staff. Assist guests of department personnel and help facilitate their visit. Assist citizens with the State Driver License kiosk. **Perform other duties as assigned.**
Workplace Burnout Can Lead To:

Cutting corners
Making mistakes
Poor decision-making
Increased safety incidents
Decreased productivity
Chronic disease
WHAT BURNOUT FEELS LIKE

Work Nonstop

Panic about all the work you still have left

Try to take a break

Panic about all the work you still have left

Liz Fosslien
The road to burnout

01 Exhaustion
02 Cynicism
03 Dread
04 Insecurity
“I couldn’t put one mental foot in front of the other”
Manage expectations

- What was agreed upon?
- Has it changed?
- Are you fully staffed?
- How has this created new responsibilities for you?
- Don’t overpromise – be REAL
Set boundaries

- Impact of COVID
- Turning off alerts
- Vacation
Stick to your non-negotiables
Stop knowledge hoarding
Trust your coworkers
Set realistic goals
Ask for help... and don’t apologize for it
Say no
Know your worth
Accept good enough as good enough
Do something about it before you get there
It's OK to assert our boundaries

It's OK to change our minds

It's OK to be assertive and to the point

It's OK to follow up when someone doesn't deliver

It's OK to say no
Thank you!

✉️ scurtis@pepartners.org
📞 615-371-6012