



CRISIS RESPONSE SPECIALIST

Limited term, Full-time

Salary Grade: G20

FLSA Status: Non-Exempt

Union Status: Non-represented

EEO Category: Administrative Support

Nature of Work

Under the direct supervision of the Special Investigation Supervisor, the Crisis Response Specialist is part of a non-emergency operation team that aims to reduce the number of calls to law enforcement by performing crisis intervention and providing alternative crisis solutions to the community by connecting members of the public to needed community resources. The Crisis Response Specialist will assist individuals from various socioeconomic levels who are experiencing a variety of issues such as houselessness, being under the influence of alcohol or controlled substances, or mental illness. The incumbent will work with mental health and substance use consumers as well as their natural and professional support systems to deal with their crisis in the community rather than in a hospital setting. Work is evaluated by the Crisis Response Specialist's effectiveness in developing and implementing interventions with the goal of reducing hospitalizations and incarceration as well as in the effectiveness of linking with on-going mental health, substance use and housing support services, when needed.

Essential Functions

- Provide rapid crisis intervention and assessment to individuals who have come to the attention of police on an as needed basis.
- Work in collaboration with police personnel to ensure that persons with behavioral health needs are appropriately diverted from the criminal justice system and referred for appropriate behavioral health services.
- Engage with individuals that are intoxicated or under the influence of controlled substances and transport them to the appropriate social services on an as needed basis.
- Engage with or transport individuals that are experiencing mental illness to the appropriate treatment facilities in King County and/or neighboring jurisdictions on an as needed basis.
- Transport ill or disoriented persons to shelter, treatment center or other social service agencies within King County and/or neighboring jurisdictions on an as needed basis.
- Transport individuals to necessary non-emergency medical care within King County and neighboring jurisdictions on an as needed basis.
- Act as the primary liaison between mental health community providers and law enforcement.
- Establish and maintain regularly scheduled, and as needed, contact with the court clinicians to optimize appropriate dispositions and outcomes.
- Perform needed case management duties aimed to reducing future encounters with law enforcement; maintain records in the prescribed manner and monitor for compliance with established standards.
- Identify potential resources and partnerships that contribute to the program's development and oversees community outreach as it relates to areas of assigned responsibility.
- Track, review, compile and submit monthly statistics related to area of assigned responsibility.

- Work with community members to identify people in need, caregivers, service providers, prosecutors, defense attorneys, and court personnel to share resource information.
- Provides client-level and system-wide troubleshooting and advocacy.
- Provides information and assistance to the public and refers to other appropriate governmental agencies.
- Establish and maintain regularly scheduled community police collaborative meetings of all stakeholders and community providers as directed.
- Provide and/or coordinate training to police personnel regarding behavioral health, substance use, trauma spectrum disorders, and other behavioral health topics as identified.
- Perform a variety of independent research and analysis to develop conclusions and recommendations for assigned programs.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

- Related local, state and federal law regulations and mandates including those related to homelessness, privacy and confidentiality.
- Effective de-escalation techniques.
- Able to work with high-risk populations suffering from chronic diseases, behavioral health disorders, and psychosocial needs.
- Experience working with patient populations suffering from substance use, behavioral health, and/or mental health disorders.
- Able to effectively engage with underserved and marginalized populations.
- Possess a high-level of cultural competency and sensitivity.
- Demonstrate ethical values that uphold inclusion and equity among diverse populations and people.
- Proficient in use of technology and computers
- Highly proficient in community resources available to King County residents.
- Able to provide non-judgmental and therapeutic communication as required.
- Maintain confidentiality.
- Clear and concise patient health record documentation and assessment skills.
- Collaborative professional who can work alongside EMS, police and other clinical professionals.
- Telephonic screening, triage or managed care setting experience.
- Strong communication and organizational skills.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively both orally and in writing, including explaining detailed information to the public.
- Meet schedules and time lines.
- Work independently with little direction.
- Operate a variety of office equipment, including computers and related software, calculator, copy and fax machine, telephone, recording and transcription equipment.
- Work courteously and tactfully with customers and employees.

Education and Experience Requirements

- Four years; experience as a mental health outreach or substance abuse specialist and/or working with individuals with acute or severe mental health concerns or any equivalent combination of training and/or experience that provides the required knowledge and abilities.
- Prior experience working with first responders, especially law enforcement, in the field to assist with persons in crisis or experiencing homelessness, desired.
- Previous experience working in homeless outreach and coordination, desired.
- Certified mental health professional in accordance with WAC 388-865-0150, desired.
- Bilingual, Spanish preferred but open to any language.

Special Requirements

- Successful completion of a pre-employment background and criminal history check including polygraph and drug screening.
- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Must be able to work variable shifts, including nights, weekends, and holidays; must be willing to work day, swing, and graveyard shifts as required.
- Ability to work non-traditional work hours.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

- Work can be performed in an office, residential and/or outdoor setting. Field work may include performing duties in hazardous areas: such as: street surfaces, rights-of ways, medians; homeless encampments; alleys; wooded areas; confined spaces; around potential bio-hazards such as needles and human waste. Some work will be performed in inclement weather at dirty, wet noisy or cramped work sites. Tasks may require the employee to wear protective clothing or equipment. The environment can be fast-paced and moderately noisy. The incumbent may encounter hostile or violent individuals and may be subject to verbal and/or physical attack or assault from such individuals. Duties performed both indoors and outdoors will be done both individually and as part of a work team.
- While performing the duties of this job, the employee is required to stand and walk for long periods of time; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is required to speak and to hear. The employee must occasionally lift and/or move up to 50 pounds.
- Because of the nature of work, the employee may be required to deal with difficult and sometimes hostile individuals requiring the use of conflict management skills. Frequently required to perform work in confidence and under pressure for deadlines; must maintain professional composure, tact, patience, and courtesy at all times.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Created: 11/2021