

CRISIS INTERVENTION SPECIALIST

DEFINITION

Under general supervision of the Porterville Police Department, to act as a liaison between individuals with mental health illnesses, persons experiencing homelessness, and the various social services programs available in the City of Porterville and Tulare County; consists of field work, home visits with clients, as well as attending court dates and medical appointments; work with persons experiencing homelessness to help them find resources such as medical care, mental health care, and assist in locating job opportunities; performs related duties as required.

REPRESENTATIVE DUTIES

The duties listed below are examples of the work typically performed by employees of this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. Marginal duties are those which are least likely essential functions for any single position in this class.

1. Document and maintain reports on interactions with clients who have mental health issues and/or experiencing homelessness.
2. Partner with fulltime Police Officer, answer calls for service involving individuals experiencing mental health issues and/or persons experiencing homelessness.
3. Track and transport individuals to medical appointments and/or court hearings.
4. Coordinate between other social services agencies to provide assistance for persons with mental health issues or persons experiencing homelessness.
5. Follow-up with mental health services and clients following 5150 W&I detainments.
6. Performs a variety of statistical analysis; to assist in identifying persons who need mental health assistance or services. Assists in developing and preparing charts, graphs, reports, and related materials in order to track and present findings related to mental health and homelessness in the City of Porterville.
7. Responds to calls and questions from department staff, city staff, outside agencies, and the general public relating to mental health and persons experiencing homelessness.
8. Reviews laws and changes in laws governing mandated reporting requirements.
9. Assists with preparing grant programs including necessary research and needs assessment for mental health.
10. May serve as liaison between department and granting agencies.
11. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Education and/or Experience

Graduation from an accredited college with an Associate's degree in social services, criminology, psychology, or closely related field or any combination of training and experience that provides the desired knowledge and abilities. A Bachelor's degree in these fields is preferred. One (1) year of increasing responsibility in social services, mental health or related field performing technical duties of the representative duties of the work desired.

Knowledge of:

Principles, practices, techniques and policies related to social service/mental health management, records, computer support, communications; criminal law as it relates to criminal offenders; principles and practices of program development and implementation; methods and techniques of statistical research and analysis; recent developments, current literature and information related to social services/mental health and other related analysis; records processing, computer operations and statistical and graphics software; organizational and management practices as applied to the analysis, evaluation, development, and implementation of mental health programs and persons experiencing homelessness programs, policies, and procedures; research and reporting methods, techniques, and procedures; sources of information related to broad range of municipal programs, services, and administration relating to social services; recent and on-going developments, current literature, and sources of information related to the operations of the assigned division; techniques for effectively representing the city in contacts with other governmental agencies, community civic groups, and various business, professional, educational, regulatory, and legislative organizations; techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

Perform research and apply information related to social services. Prepare clear and concise reports, correspondence, policies, procedures, complex laws, codes, regulations, and ordinances related to mental health and homelessness; operate modern office equipment including computer equipment and specialized software applications programs; conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective staff reports. Confidently and calmly speak with individuals with mental health issues; recollect names, incidents and places; think quickly and accurately during emergency situations; carry out oral and written orders and direction. Learn standard broadcasting procedures of police radio system, Computer Aided Dispatch systems and Record Management Systems. Work cooperatively with staff and outside agencies.

Special Requirements

Must be at least 21 years of age

Possession of or ability to obtain a valid California Driver's License.

Candidates seeking a position in the police department must be able to pass an extensive background check.

Physical Demands

Strength, dexterity, coordination and vision to occasionally use a keyboard and computer. Occasional lifting of objects weighing up to 25 lbs. such as, files, stacks of paper, reference and other materials. Moving from place to place within an office; and some reaching for items above and below desk level.

WORKING CONDITIONS

Environment is generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise. A computer is used on a daily basis. Periodic contact with angry and upset individuals. Independent travel throughout the area is required. Evening and weekend work may be required.

Adopted: 7/15/2022