

CLASS SPECIFICATION
MENTAL HEALTH CRISIS RESPONDER II

PAY GRADE: 56
CLASS CODE: 30003475
EFFECTIVE: September 16, 2020

CLASSIFICATION SUMMARY

Reports to a Manager or other management-level position. Under general direction, and in partnership with a Portland Fire & Rescue (PF&R) Emergency Medical Technician (EMT), engages with individuals that exhibit sub-acute crises, and behavioral health and substance abuse conditions to provide crisis intervention, information and referral, and brief supportive counseling to clients who are in emotional distress and/or seeking information on available mental health services. The Mental Health Crisis Responder is dispatched to calls that present no criminal intent, fire, or medical emergency.

DISTINGUISHING CHARACTERISTICS

Mental Health Crisis Responder II is the second of two classifications in the Mental Health Crisis Responder series.

Mental Health Crisis Responder II is distinguished from Mental Health Crisis Responder I in that the former requires less supervision, may lead the work of Mental Health Crisis Responder I positions, and is responsible for responding to or handling the most difficult and complex cases and situations.

Mental Health Crisis Responder classifications are distinguished from other classifications by the focus on providing on site and compassionate trauma-informed response to individuals undergoing a mental health crisis.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Conduct professional assessments in mental health evaluations per program policies and procedures, and determine the appropriate intervention.
2. Implement behavioral interventions using evidence-based techniques such as behavioral activation, problem solving treatment, motivational interviewing, de-escalation techniques, or other treatments as appropriate.
3. Provide crisis intervention, suicide prevention and supportive counseling to clients who are in emotional distress.
4. Assume a lead role for assigned Mental Health Crisis Responder I positions, such as reviewing work, ensuring appropriate training, and convening team meetings.

5. Provide training, problem-solving, coaching, mentoring, advice, support, and guidance to Mental Health Crisis Responder I positions.
6. Respond to cases and situations escalated by Mental Health Crisis Responder I positions.
7. De-escalate a slow-acuity crisis and close the case, and/or refer out to outside agencies who can provide further wrap-around care as needed.
8. Develop and implement effective risk reduction and mitigation plans.
9. Manage interactions with clients to ensure appropriate level of support is provided in an efficient manner.
10. Document client encounters and outcomes in care plan and appropriate medical record.
11. Meet or exceed established key performance indicator goals.
12. Provide professional assessment, consultation and coordination.
13. Provide input for performance reviews of Mental Health Crisis Responder I positions.
14. Participate in program meetings and relevant local and regional trainings.

SUPERVISION RECEIVED AND EXERCISED

The work of this class is performed under general direction and oversight by a Program Manager or other management-level position.

May lead Mental Health Crisis Responder I positions.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge and understanding of privacy rules and laws, mandatory reporting, and legal responsibilities to clients and the community and other related laws, rules, and regulations including HIPPA, City of Portland Policies and Procedures.
2. Knowledge and understanding of cultural differences, especially as they relate to race, sexual orientation, gender-equality, socio-economic status and their intersections.
3. Fluency in the English language, both oral and written.
4. Skilled in effectively assessing client risk of harm to self and or others, including suicide, homicide and violence.
5. Skilled in mentoring and coaching team members.
6. Skilled in racial, gender, and class analysis.
7. Skilled in active listening.
8. Skilled in engaging clients and others in effectively reducing or eliminating risks identified.
9. Skilled and efficient in information-gathering and problem-solving.
10. Skilled in balancing pace and flow of conversation and call time.
11. Able to utilize the 911 dispatch radio and CAD system.
12. Able to convey information to clients clearly, accurately, and completely.
13. Able to establish a collaborative relationship with clients.
14. Able to present a courteous, empathic, and professional manner.
15. Able to work effectively and collaboratively in multi/intra disciplinary settings with other first responders, and health and community agencies.
16. Able to observe and recognize reactivity by clients and to effectively respond and mitigate these issues when they emerge.
17. Able to simultaneously talk, type data into an electronic record, and look at various screens to locate client information.
18. Able to work as part of a team in a first-responder capacity.

19. Able to seek support when resolving ethical dilemmas.
20. Able to adhere to program policies and procedures.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training:

Master's Degree in Psychology, Social Work, Alcohol and Drug Counseling, or related field;

AND

Experience: Five (5) years in crisis intervention and/or mental health information and referral services experience. Experience working with diverse groups.

OR

Equivalent combination of training and experience.

Special Requirements and/or Qualifications:

Possession of one or more of the following licenses required at time of hire:

- Licensed Clinical Social Worker (LCSW)
- Licensed Professional Counselor (LPC)
- Licensed Marriage & Family Therapist (LMFT)

Trained in crisis management, emergency medicine, and behavioral health.

Preferred Qualifications:

Bi-lingual fluency preferred.

Bargaining Unit: Nonrepresented

FLSA Status: Covered

HISTORY

Revision Dates:

June 22, 2021 – changed title, updated duties