

CITY OF DALY CITY
JOB SPECIFICATION
EXEMPT POSITION

CRISIS RESPONSE SUPERVISOR

DEFINITION

Under general supervision provides field and office based professional behavioral health counseling, psychoeducation, outreach and engagement, case management, consultation, and quality assurance review of assigned cases; and performs related other work as required or assigned.

EXAMPLES OF DUTIES

Manage and supervise the Police Department's response to crisis intervention services; supervise, oversee, direct, schedule and coordinate the work of assigned staff; perform initial risk assessment during a crisis noting behavioral symptoms which may indicate mental health disorders in children, youth, or adults; determine whether individuals meet the criteria for a W&I 5150 application and follow appropriate procedure; determine other resources to connect individuals to who do not meet criteria for 5150; work closely with different law enforcement communities; participate in monthly San Mateo County Field Crisis Consultation Committee (FCCC) as needed; establish and maintain effective relationships with contractors, community organizations and other governmental agencies regarding programs and services; participate in committees, meetings and conferences; provide guidance regarding appropriate social-psychological practices and services. perform suicidal/homicidal/Grave Disability risk assessments; conduct home visits and/or field-based services; provide crisis intervention as needed; provide brief outreach counseling and refer clients to appropriate behavioral health resources; collect and evaluate medical or psychosocial data such as case histories, behavior patterns and family relationships of patients/clients; follow up with individuals where appropriate who are reluctant to engage with resources; work as a psychiatric team member with other treatment disciplines; utilize Trauma Informed Care and other evidence-based practices; provide consultation and education services; compile and prepare reports and documentation on clinical activities; maintain records; prepares periodic reports; ability to work weekends and perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of: Current office procedures, including use of word processing, spreadsheet and specialized software applications; current philosophy, principles, and practices for services to clients with serious mental illness; individual, group and family psychodynamics as they relate to adults or children in crisis; psychological diagnostic methods and

JOB SPECIFICATION
CRISIS RESPONSE SUPERVISOR (PAGE 2)

terminology for mental health disorders; personality development from infancy through adulthood; de-escalation techniques; human and health services systems in the County including private agencies and other community resources; procedures and issues specific to mobile crisis intervention; applicable local, State and Federal laws, ordinances and rules.

Ability to: Provide effective clinical supervision and clinical consultation; provide mental health treatment to adults, children or adolescents with various mental disabilities ranging from serious mental illness to dysfunctional behavior patterns, including victims of sexual or physical abuse; set realistic treatment goals and facilitate their attainment; evaluate the degree of mental disability or emotional distress of patients/clients; communicate effectively orally and in writing; make presentations to outside organizations, agencies and community; oversee, direct and coordinate the work of assigned staff; select, supervise and train, counsel and discipline staff; provide consultation and technical assistance to agencies, schools and other organizations; develop strong working relationships with community agencies; work with multicultural communities; operate modern office equipment including specialized software applications programs; interacts positively and cooperate with co-workers, responds politely to customers, works as a team member, functions under demanding time pressure, responds in a positive manner to supervision, attends work and perform duties on a regular and consistent basis.

Education: Master's degree from accredited college or university in Social Work, Social Welfare, Psychology or a closely related field.

Experience: Five years of professional experience in the social work or counseling field with strong emphasis on social services, crisis response, severe mental illnesses, resources and referrals using a collaborative and community framework.

License: A current license with the State of California Board of Behavioral Sciences as either a LCSW, LMFT, LPCC or licensed Clinical Psychologist required.

Possession of a valid Class C California Driver's License.

07/24