

City of South San Francisco
Human Resources Department

Crisis Response Clinician I/II
Class Description

Definition

Under general supervision within the Police Department, responds to active crisis calls in collaboration with law enforcement and provides field and office based crisis intervention, behavioral health assessments and counseling, psychoeducation, outreach and engagement, transitional case management, consultation, and quality assurance review of assigned cases; works collaboratively with community service providers, behavioral health agencies, and law enforcement to connect individuals to appropriate resources; and performs related work as required or assigned.

Distinguishing Characteristics

This classification is uniquely distinguished by its principal responsibility to co-respond with law enforcement to emergency calls within the City that involve suspected mental health or behavioral health concerns. This integrated response model ensures a coordinated approach to crisis situations designed to improve outcomes for individuals experiencing psychological distress.

Employees in this position operate with a high degree of independence, judgment and initiative within established departmental policies and procedures. While this position does not include direct supervisory responsibilities, the clinician may provide guidance and training to other personnel, community partners or service providers. Incumbents receive general supervision from a Police Lieutenant and administrative direction from a Police Captain within the Police Department's Services Division.

A Crisis Response Clinician I is in a pre-licensed status, has completed some of the requirements and must practice under supervision while working towards full licensure. A Crisis Response Clinician II is a licensed clinician who has completed all requirements for professional practice, including education, supervised hours, and exams and can practice independently. A Clinician I shall, upon receipt of the requisite licensure with the California Board of Behavioral Sciences or California Board of Psychology, be advanced to a Clinician II.

Typical and Important Duties

Duties include, but are not limited to, the following.

1. Respond to active crisis calls in collaboration with law enforcement to ensure individuals receive the least restrictive and most appropriate intervention.
2. Conduct on-scene assessments during a crisis noting behavioral symptoms which may indicate mental health disorders in children, youth, or adults.
3. Determine W&I 5150 holds when necessary and ensure proper procedural compliance; connect individuals to behavioral health resources when they do not meet criteria.
4. Perform suicidal/homicidal/grave disability risk assessments and determine appropriate intervention strategies.

5. Utilize Trauma-informed Care and other evidence-based practices that enhance client well-being and improve engagement and long-term outcomes.
6. Connect individuals to behavioral health services, housing resources, substance use treatment, and other social services.
7. Conduct home visits or field-based services, including follow-up with individuals reluctant to engage with resources or to ensure individuals are successfully linked to appropriate services.
8. Provide consultation, education, training, and public outreach related to mental and behavioral health crisis response, prevention strategies, effective interventions and available services.
9. Consult and collaborate with a variety of stakeholders including law enforcement, community organizations, treatment providers, clinical experts and other governmental agencies for the coordination of care and field crisis interventions.
10. Participate in a variety of multidisciplinary teams and committees, including regular attendance and participation in meetings, events, and professional conferences as needed.
11. Collect and evaluate client medical or psychosocial data and maintain case files containing assessment information, client histories, treatment referrals, and all other correspondence and information relevant to the client.
12. Compile and prepare reports and documentation on clinical activities to support program evaluation, compliance, and performance monitoring.
13. Perform responsibilities in accordance with guidelines published by the California Board of Behavioral Sciences.
14. Perform related duties as assigned

Job Related Qualifications

Knowledge of:

- Principles, techniques, and emerging trends in counseling, psychotherapy, clinical case management, crisis management, and various treatment modalities.
- Standardized clinical assessment instruments, practices, and procedures.
- Local and regional community and governmental services and resources available to meet the needs of the targeted population.
- Legal and procedural requirements related to Welfare & Institutions Code 5150, involuntary hospitalizations and conservatorships.
- Applicable local, State, and Federal laws, ordinances, and rules.

Ability to:

- Quickly assess and respond to crisis situations with calmness and professionalism.
- Evaluate information received and exercise judgment to make appropriate treatment recommendations and/or referrals.
- Provide technical expertise, consultation and guidance to law enforcement, schools, and other community providers and organizations.
- Establish and maintain collaborative and professional working relationships with those contacted in the course of work, including co-workers, supervisors, other City departments,

member agencies and the general public.

- Work with a broad range of clients of diverse cultures and backgrounds.
- Communicate clearly and effectively both verbally and in writing.
- Maintain confidentiality and adhere to ethical standards in mental health practice.

Skill in:

- Clinical treatment, assessment, diagnostic, and evaluation of incidents.
- Preparing and maintaining thorough and accurate documentation of reports, progress notes, assessments, and other materials.
- Operating a personal computer and electronic health records and case management systems.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Crisis Clinician I: One (1) year of experience working in the social work or counseling field with strong emphasis on social services, crisis response, severe mental illness, resources, and referrals using a collaborative and community framework.

Crisis Clinician II: At least two (2) years of experience working in the social work or counseling field with strong emphasis on social services, crisis response, severe mental illness, resources, and referrals using a collaborative and community framework.

Training:

A master's degree in social work, psychology, counseling, or a related behavioral health field.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

Crisis Response Clinician I:

- Registered with the State of California Board of Behavioral Sciences or State of California Board of Psychology in any one (1) of the following areas:
 - Associate Clinical Social Worker (ACSW);
 - Associate Marriage and Family Therapist (AMFT);
 - Associate Professional Clinical Counselor (APCC); or
 - Psychological Associate
- Obtain full licensure within timelines consistent with the California Welfare & Institutions Code and relevant licensing board. Progress toward licensure will be reviewed periodically to ensure compliance.

Crisis Response Clinician II:

- Possession at time of hire, and maintenance of any one (1) of the following licenses with the State of California Board of Behavioral Sciences or State of California Board of

Psychology:

- Licensed Clinical Social Worker (LCSW);
- Licensed Marriage and Family Therapist (LMFT);
- Licensed Professional Clinical Counselor (LPCC); or
- Licensed Clinical Psychologist

Crisis Response Clinician I and II:

- Possession of a valid California driver's license.
- Possession of, or ability to obtain, authorization from San Mateo County Medical Director to place individuals on W&I 5150 holds within six (6) months from hire.
- Must maintain registration or license as applicable in good standing with the appropriate licensing board throughout the duration of employment.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Ability to sit, stand, walk and maintain sustained posture in a seated or standing position for prolonged periods of time; kneel, crouch, stoop, squat, crawl, twist and climb stairs; manual dexterity to operate standard office equipment, including a computer, mobile devices and clinical documentation systems; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone.

Work Environment:

Ability to work in both office and field settings, including police stations, community sites, and in homes; occasional exposure to complex and unpredictable or volatile situations within a fast-paced, time sensitive environment; exposure to cold, heat, noise, and other elements associated with a standard indoor office environment or outdoor field settings.

Ability to:

Travel to various locations, included but not limited to City or County facilities and work extended or irregular hours when required by crisis or emergency situations; a standard work schedule is followed under normal conditions.

Additional Information:

- Approved: TBD
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/exempt
- Job Code: Crisis Response Clinician I – M315, Crisis Response Clinician II – M320