

LEAD CRITICAL INTERVENTION SPECIALIST

DEFINITION

To perform professional and technical advanced social services programs/operational duties within the Police Department; to organize, assign and review work of assigned staff engaged in conducting social services and community outreach; to support in incorporating fairness and equity into law enforcement and policing activities; and to provide highly responsible professional level support to management.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the professional Critical Intervention Specialist class. Incumbents at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from Chief of Police or assigned management staff.

Exercises technical and functional supervision over assigned professional staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, and review the work of staff assigned to a variety of professional and technical tasks.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Prepare the CORE Policing Team budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Prepare and manage various contracts related to the CORE Policing Team.

Perform professional and technical advanced social services tasks and field work to proactively serve the homeless, mentally ill adults, youth and elderly; coordinate and participate in social services-related outreach in the community.

As part of a team, to respond to calls for service and create resolution to field incidents as a solo unit or in conjunction with a police officer. Provide direct crisis intervention and case management services to homeless and those experiencing mental health crisis's.

Provides case management to homeless individuals; assesses, develops and implements intervention plans; prepares and reviews case reports.

Provides support and guidance to law enforcement and other City staff on relevant issues; serve as a liaison with other law enforcement agencies, school officials, social service agencies, and the general public regarding difficult and/or complex situations related to mental health and social services.

Design and deliver training within the Police Department and the Community on topics related to equity, unconscious bias and other areas of social justice in policing; serve as a mentor and subject matter resources on social services cases.

Make recommendations to Police Department management as to policy or procedure changes that would further equitable principles in the delivery of police services.

Compile and prepare technical and administrative reports and documentation on clinical activities; maintain records; prepare written correspondence and periodic reports.

Identify emerging trends related to homelessness, crimes and related social issues; recommend, develop and implement prevention and intervention program approaches; provide community education on current procedures and practices related to mental health, crimes, prevention and intervention strategies.

Provide clinical assessment, counseling or treatment intervention, provide referral and linkage services to individuals and/or family members; provide short term counseling to community members or others as appropriate.

Provide culturally sensitive, needs responsive services to clients and families on cultural, ethnic, racial and socioeconomic issues and diversity; ensures all services are delivered in a respectful, culturally sensitive and appropriate manner.

Provide consultation, guidance and/or insights to law enforcement staff concerning victim advocacy, juvenile and adult crime, domestic violence, chemical dependency, and other services as needed.

As assigned, represent the police department on committees, with outside organizations and at staff subcommittees; coordinate community service activities with other Police Department divisions, other City departments, and outside agencies, as appropriate.

Make presentations to the City Council, community groups and outside agencies; answer questions and provide information to the public; provide technical assistance as necessary.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of clinical social work, especially as related to family system counseling and victim advocacy, and including knowledge of assessment, diagnosis, treatment, planning, risk assessment and crisis intervention

Organization and operation of municipal police departments.

Community oriented policing and intervention programs, support group facilitation practices, and availability of community social services resources.

Methods of sound case management and tracking.

Pertinent local, State and Federal laws, ordinances and rules.

Modern office procedures, methods and personal computer use.

Principles of adult learning theory, and effective meeting/discussion facilitation.

Principles and practices of effective program planning, service delivery, and program evaluation.

#### Ability to:

Establish effective working relationships with street populations.

Analyze situations accurately and take appropriate action.

Independently perform professional social services and counseling to the community.

Measurably enhance the relationship between all residents of Healdsburg and the Healdsburg Police Department.

Make effective public presentations before a variety of audiences.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve legal and clinical policy and procedures in accordance with state laws.

Intermittently, sit at a desk while studying or preparing reports; intermittently twist to reach equipment surrounding desk; stand, walk, balance bend while performing field duties; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent youth and family service program activities and department policies and procedures.

Work evenings and/or weekends.

Establish and maintain effective working relationships with those contacted in the course of work.

Use a personal computer with proficiency and familiarity. Communicate clearly and concisely, both orally and in writing.

Work with various cultures, and language or ethnic minority groups in a tactful and effective manner.

Integrate and comply with legal, ethical, and clinical policies, practices, and procedures in accordance with state law.

Speak, read and write Spanish is preferred.

Challenge conventional wisdom and support the vision of goals and policies designed to improve the status of equity in the delivery of law enforcement services by the Healdsburg Police Department.

Review complex situations and policies and make recommendations for solutions that will enhance equity in the delivery of law enforcement services.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

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

#### Experience:

Three years of post-graduate experience working in the social work or counseling field with strong emphasis on social services, resources and referrals using a collaborative and community framework with one year focused on homeless populations and services. Experience with a law enforcement agency is strongly desired.

#### AND

#### Training:

A Master's degree from an accredited college or university with major course work in social work, psychology, counseling or a related field.

### License and Certificate

Failure to obtain or maintain such required license(s) may be cause for disciplinary action.

Possession of a valid California driver's license by date of appointment.

Possession of a valid professional mental health therapy license issued by the State of California, preferably as a Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (LMFT), or Clinical Psychologist.

Must obtain CPR and First Aid certificates within first 12 months of employment.